

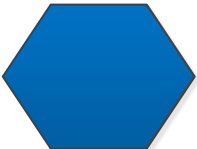



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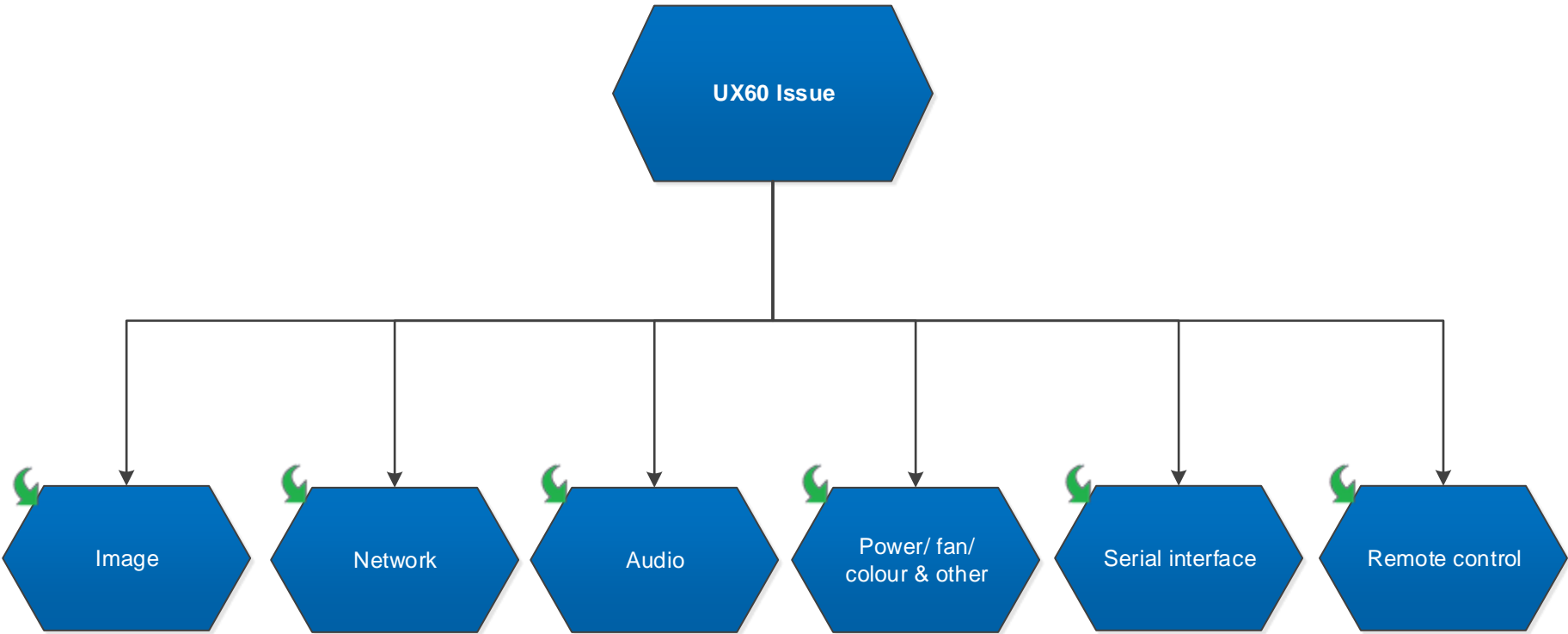
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Legend	
	Troubleshooting steps.
	Contact Technical support for further assistance.
	Issue resolved.
	Additional information



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smarttech.com/contactsupport

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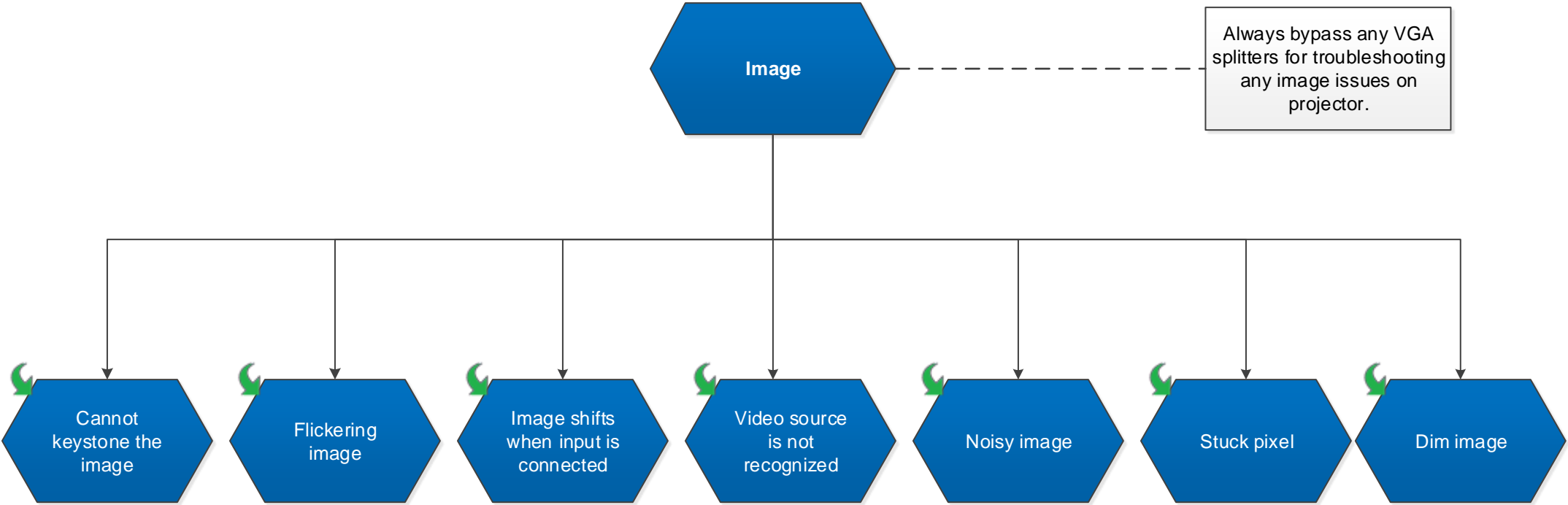
1. Image

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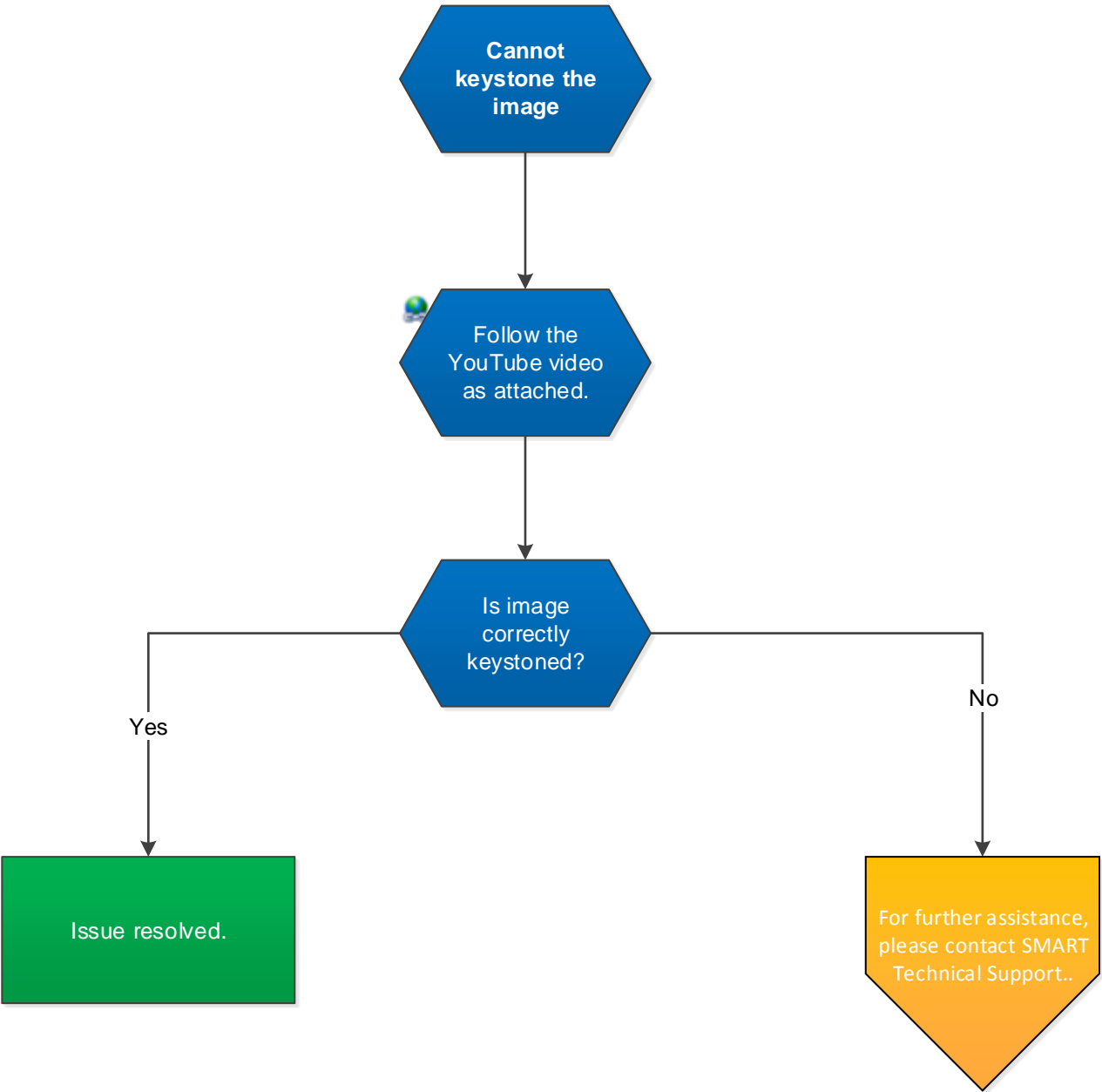
1.1 Cannot keystone the image

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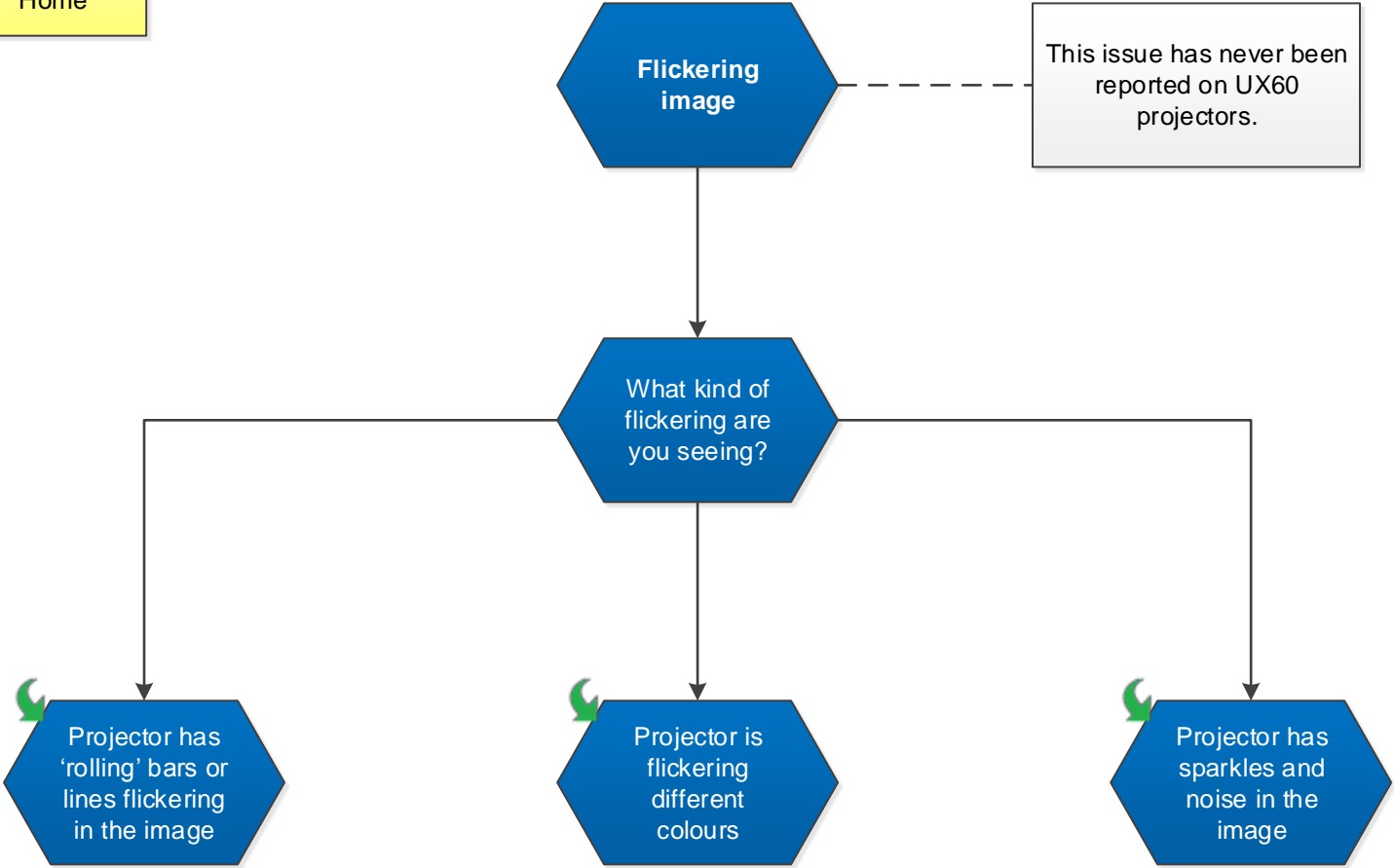
1.2 Flickering image

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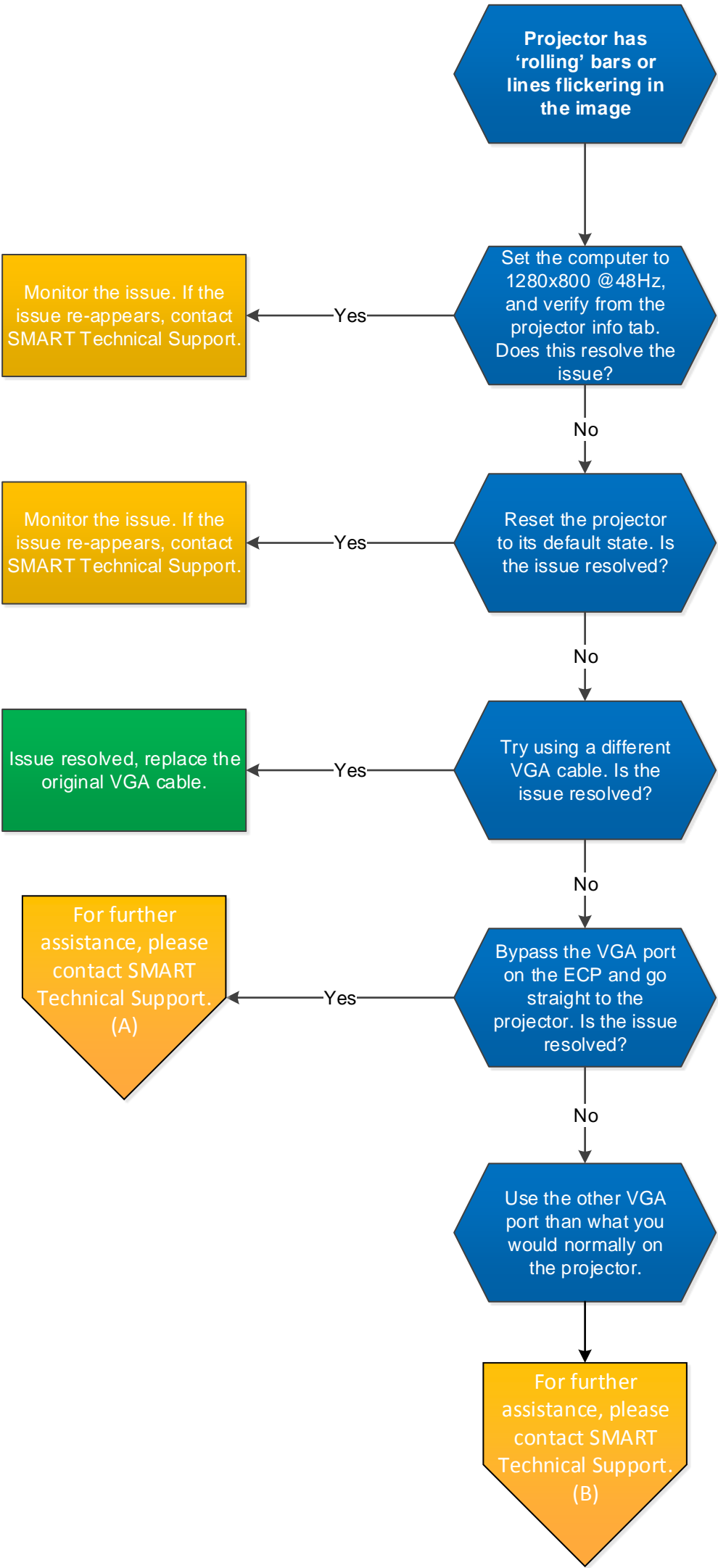
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1.2.1 Projector has ‘rolling’ bars or lines flickering in the image

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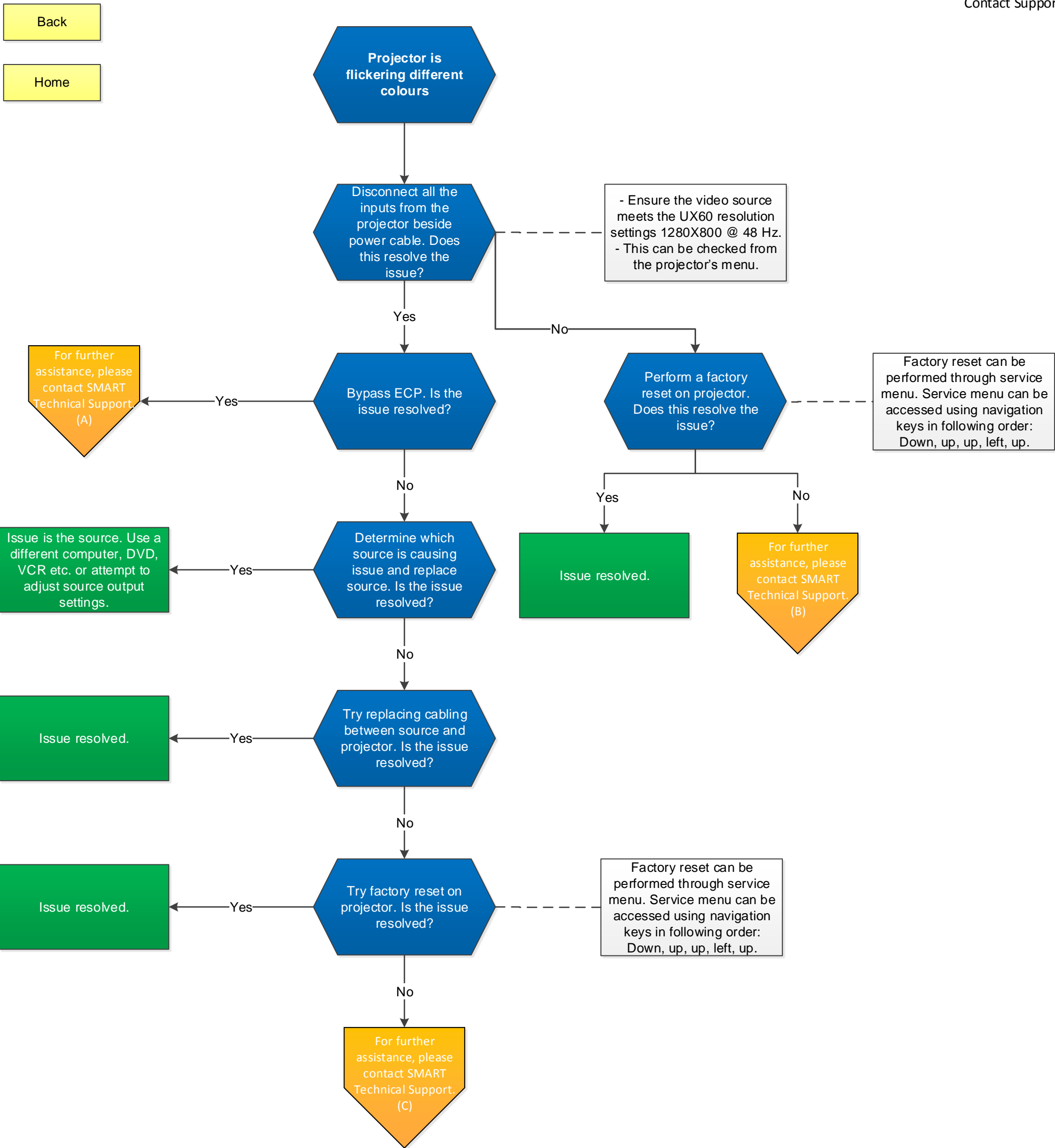
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1.2.2 Projector is flickering different colours



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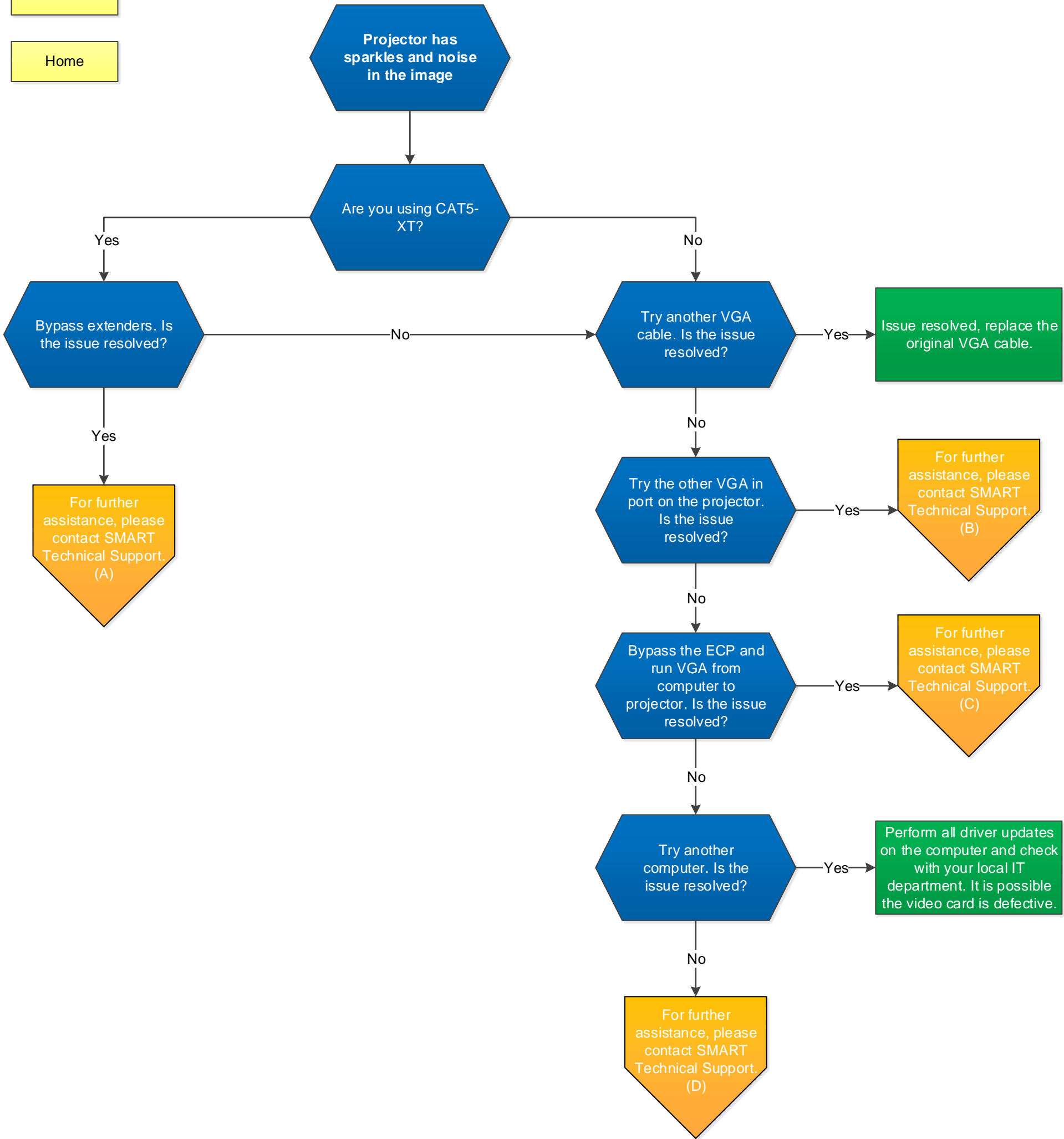
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1.2.3 Projector has sparkles and noise in the image



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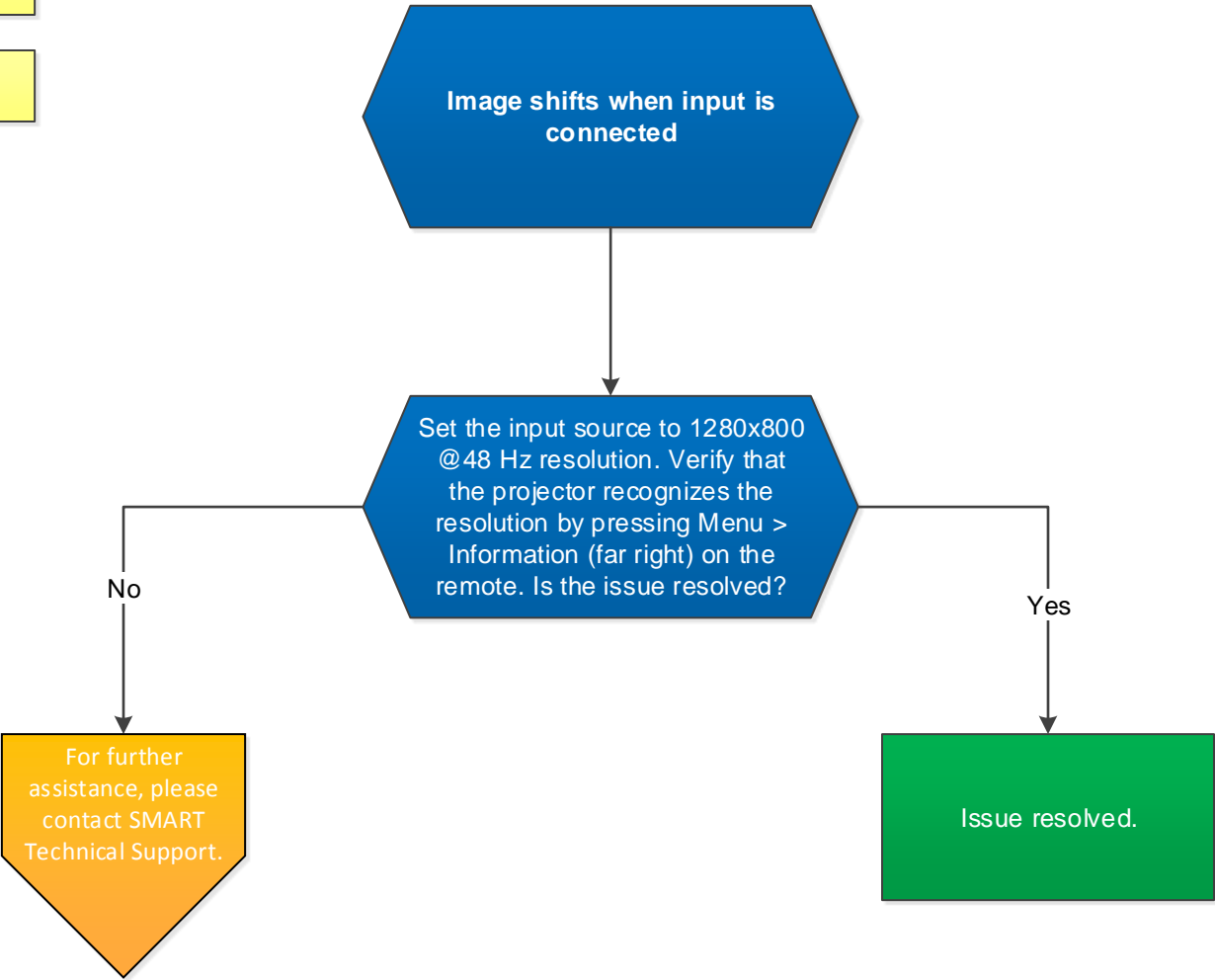
1.3 Image shifts when input is connected

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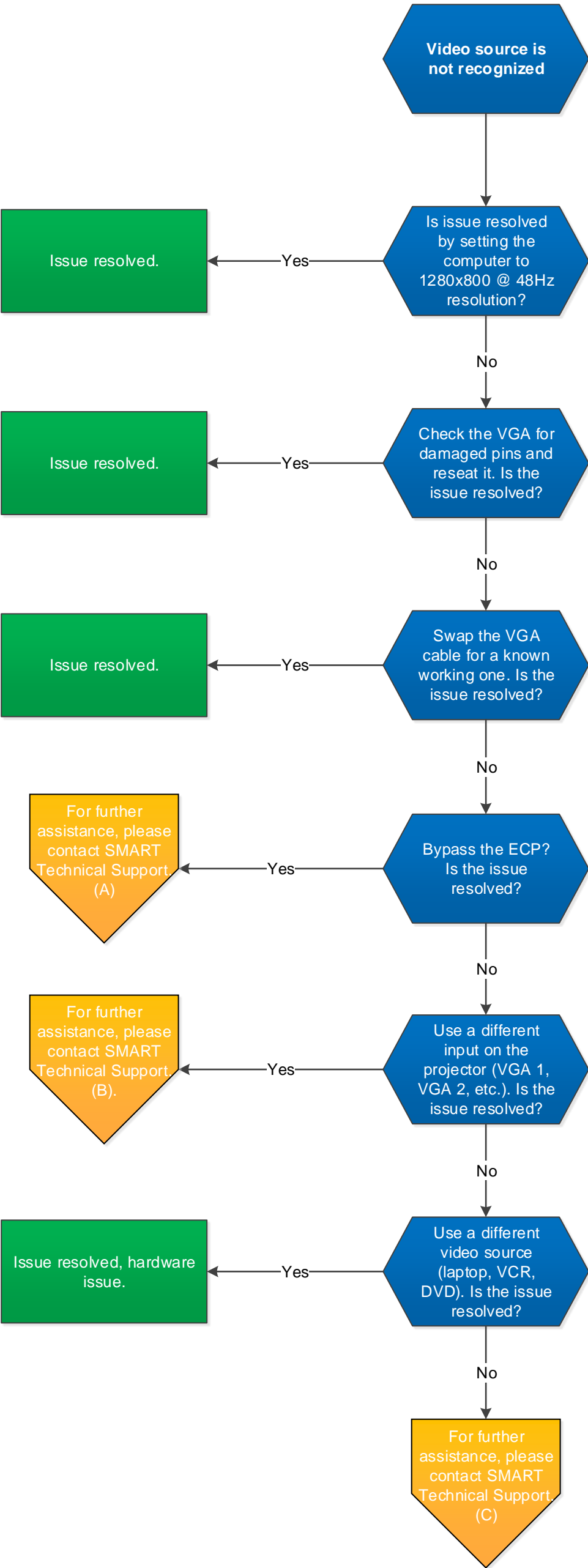


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1.4 Video source is not recognized

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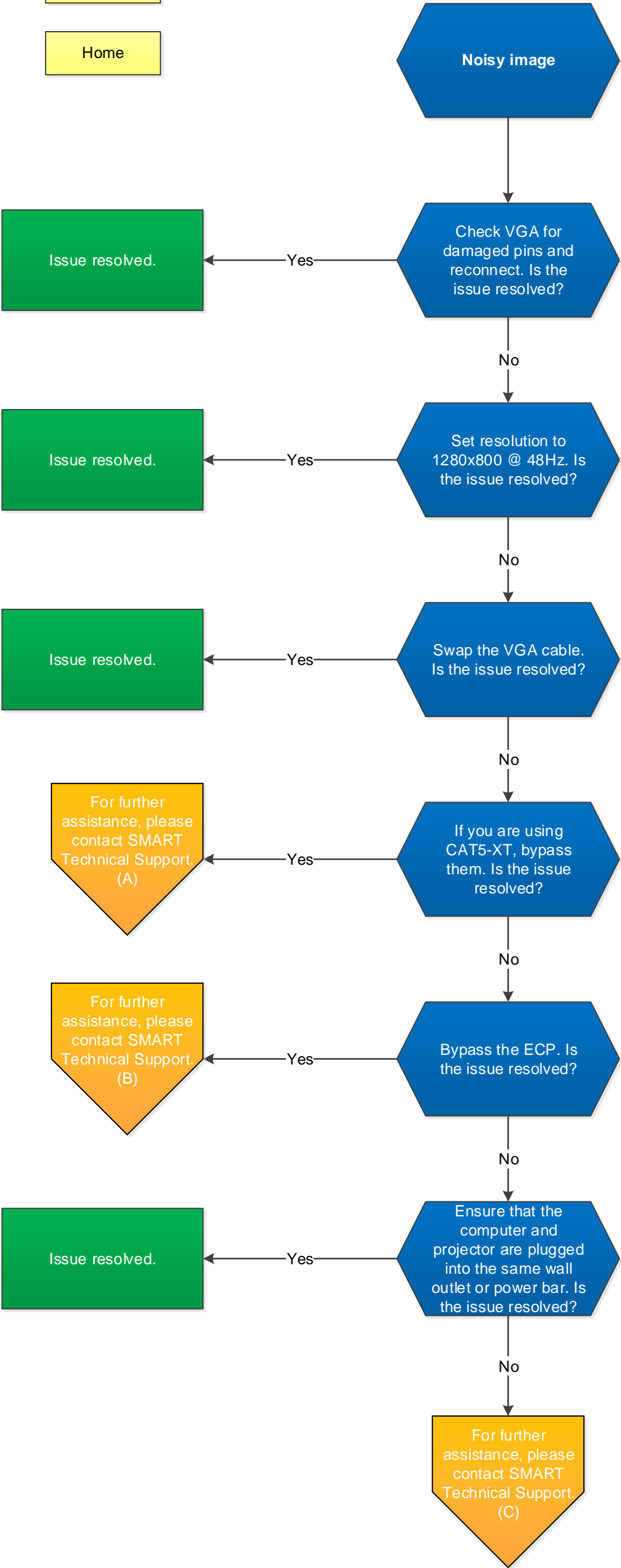
1.5 Noisy image

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1.6 Stuck pixel

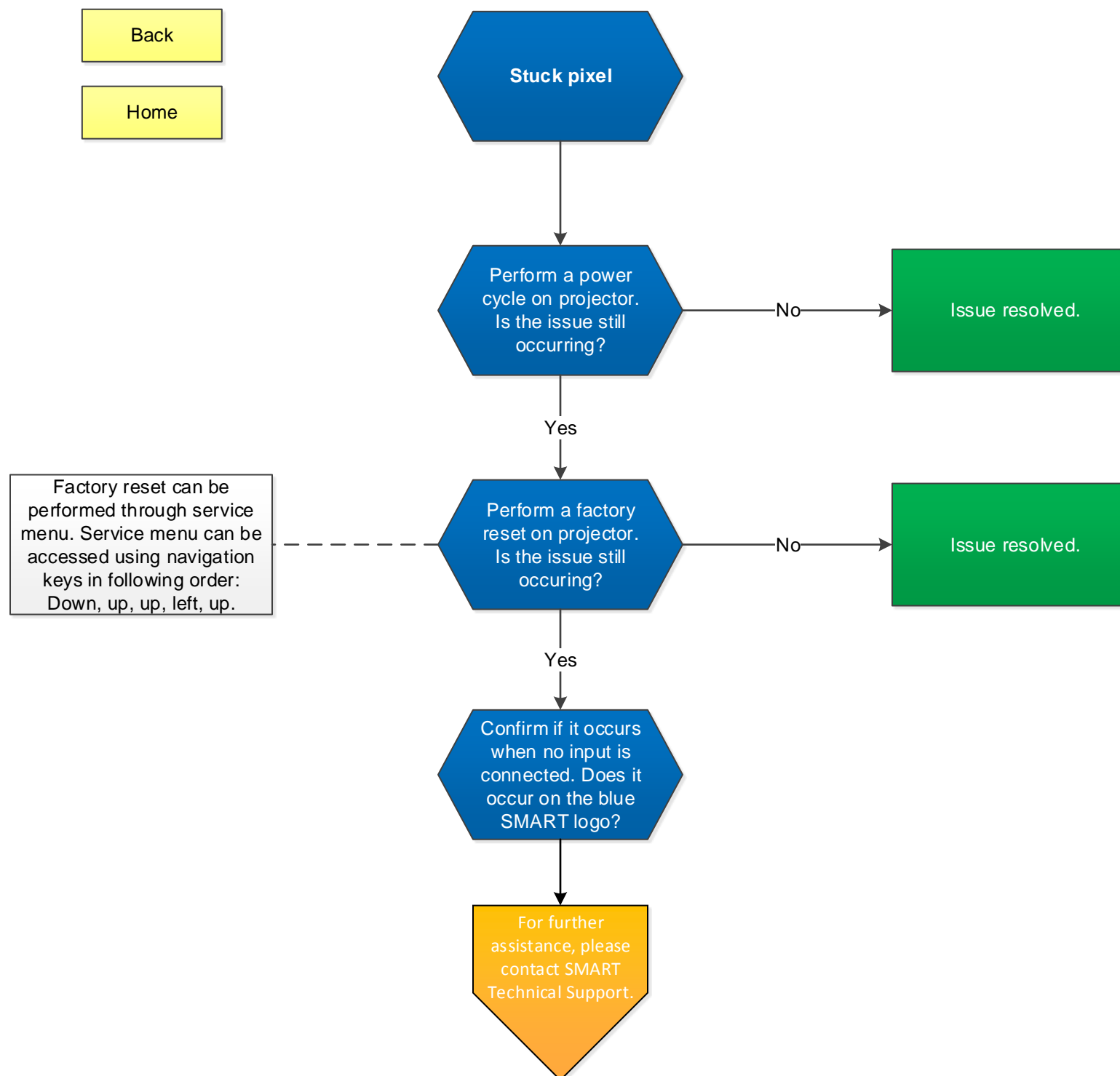
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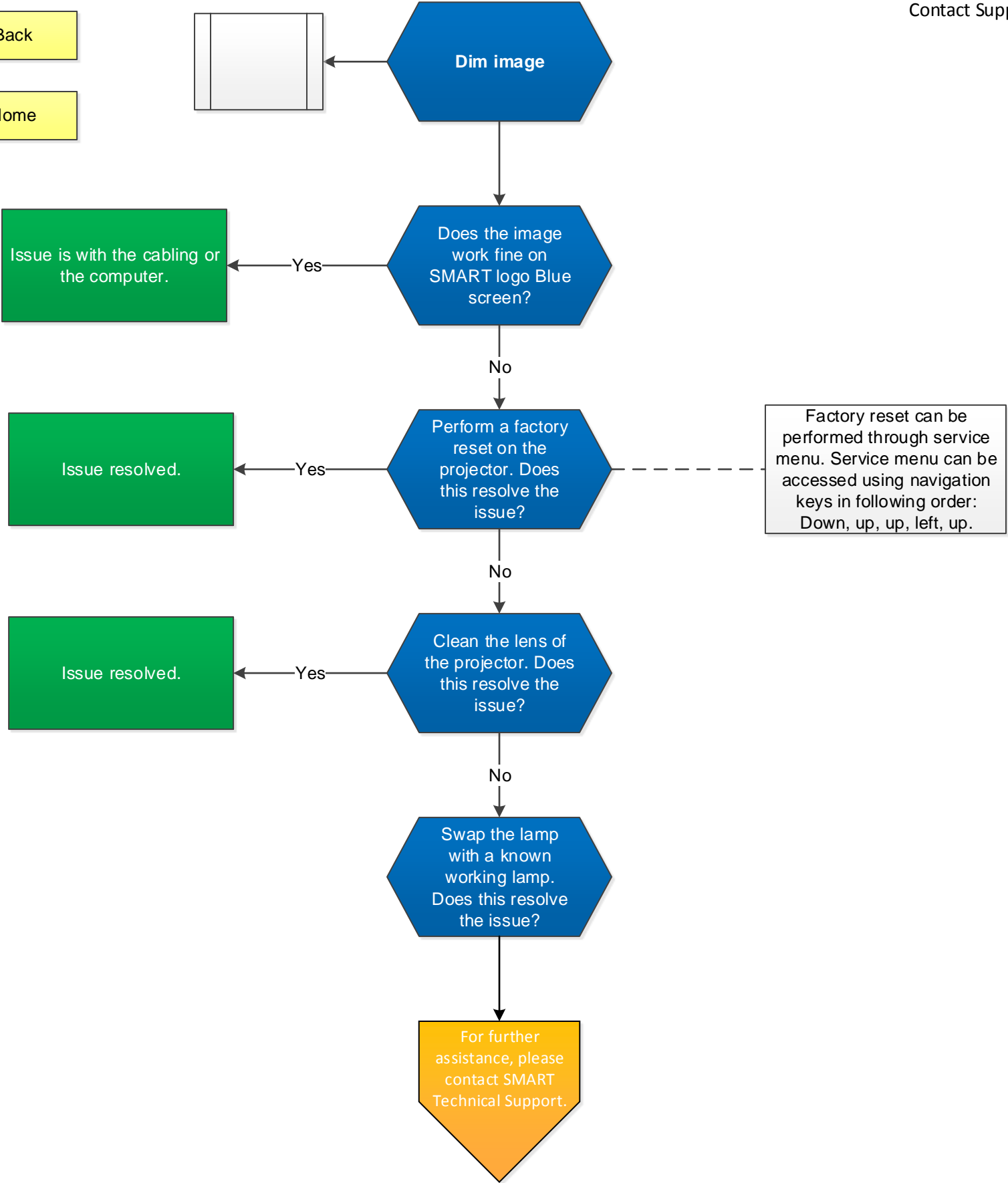
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1.7 Dim image

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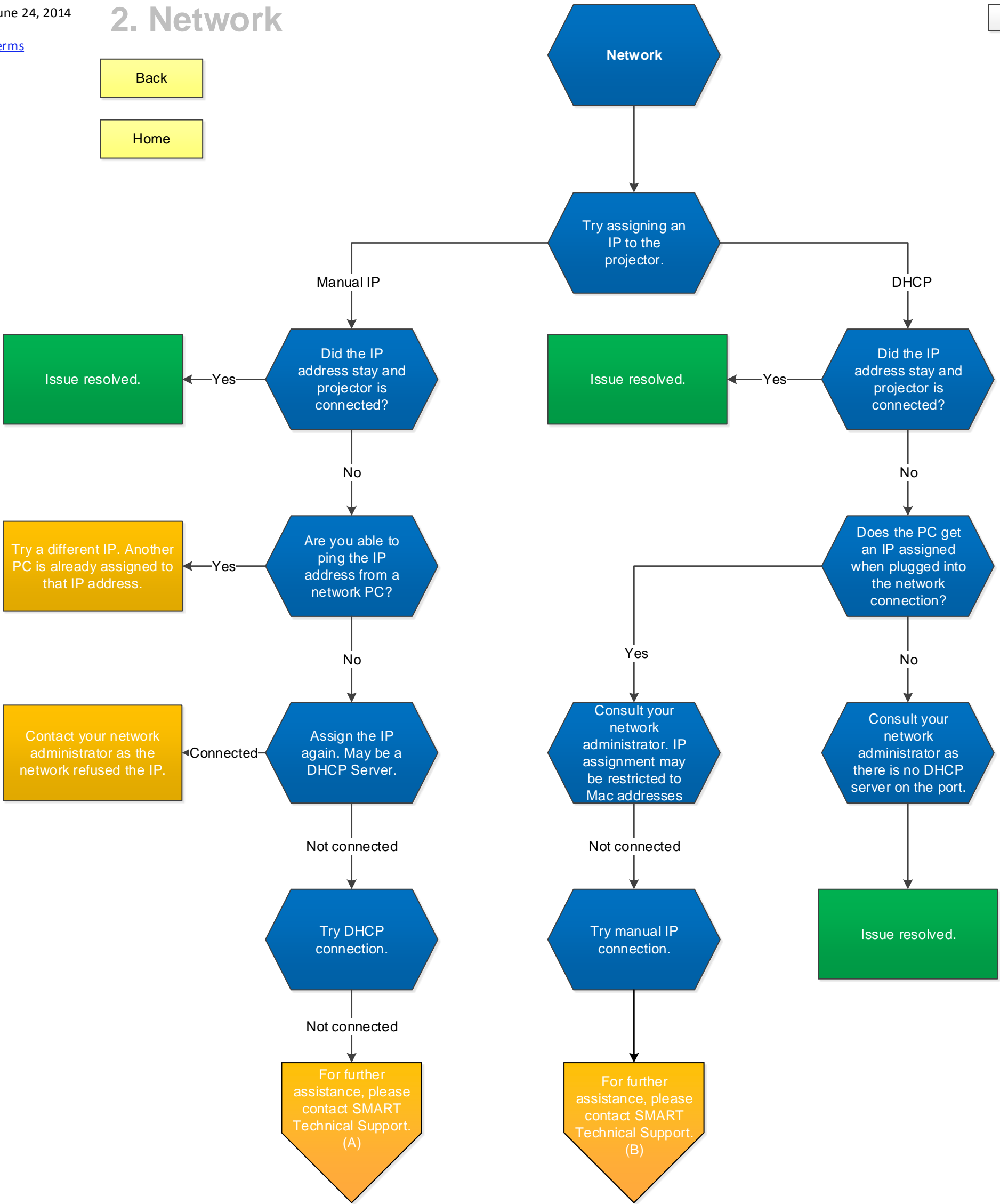
2. Network

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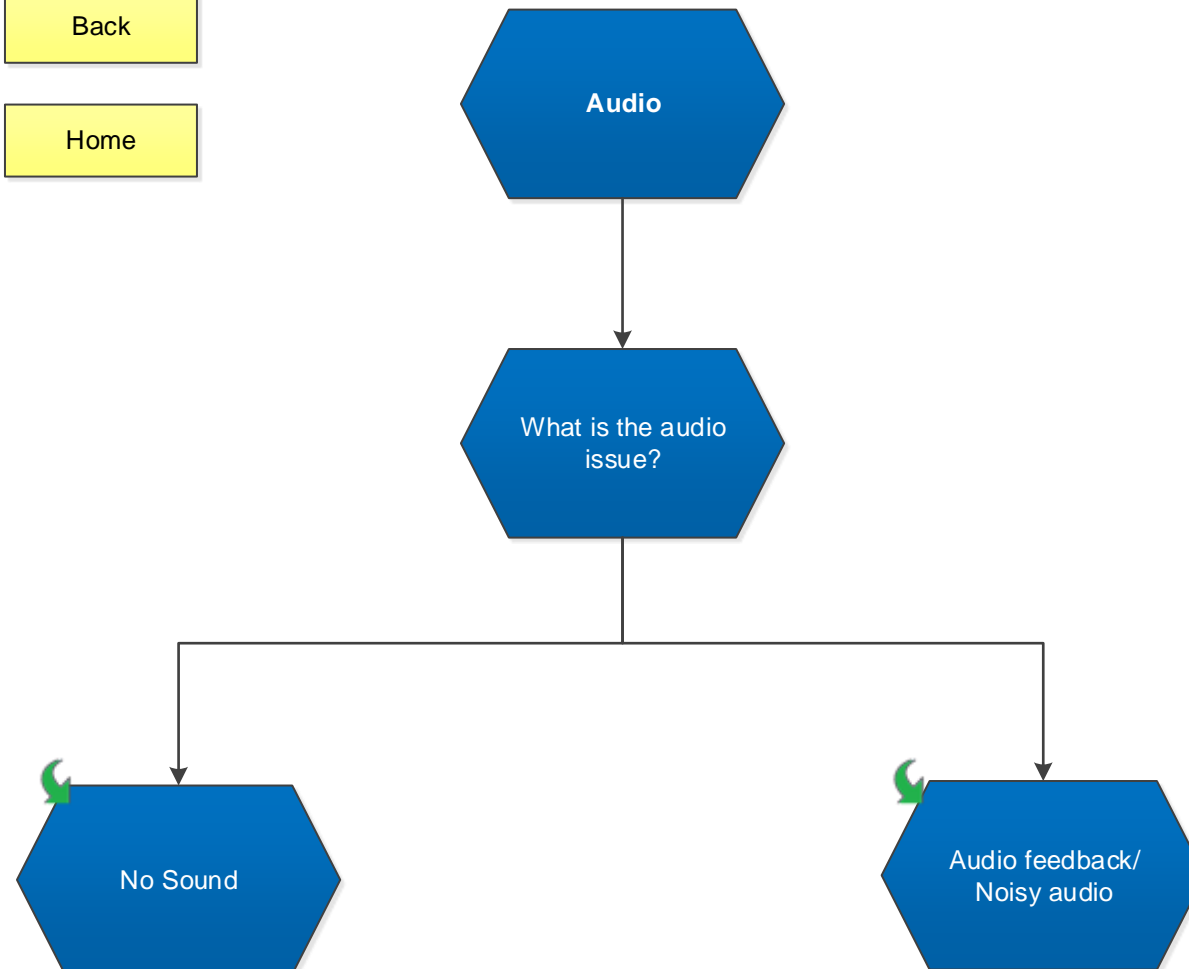
3. Audio

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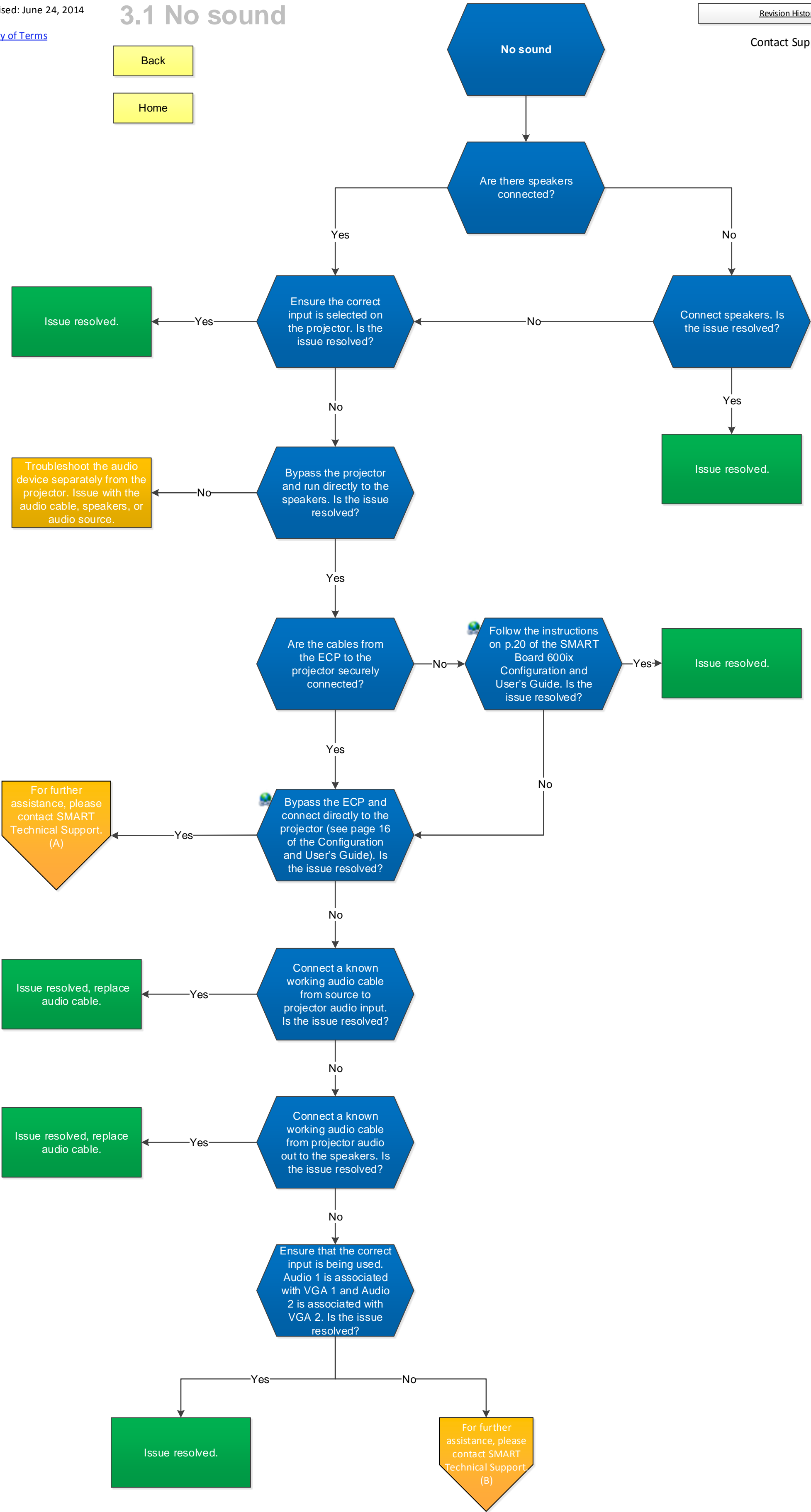
3.1 No sound

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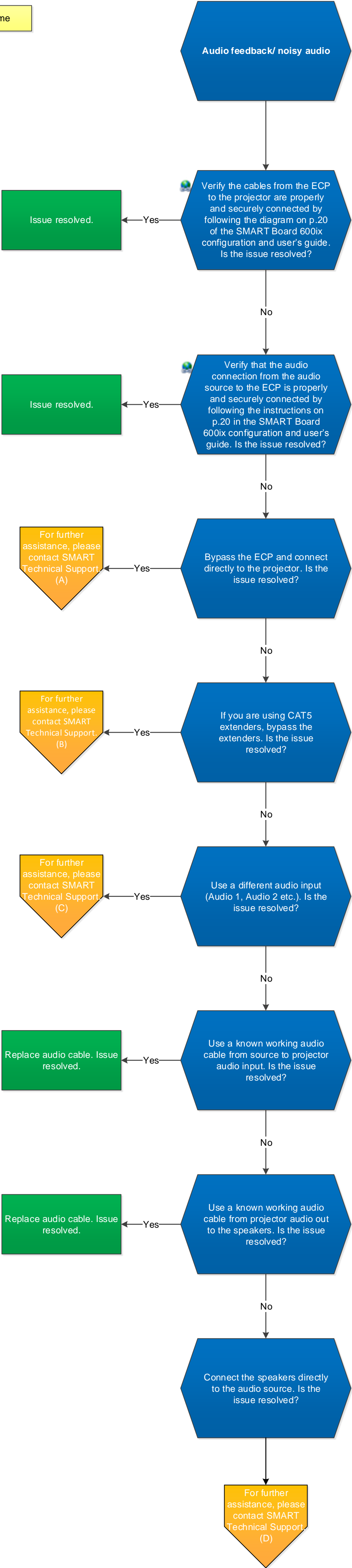
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3.2 Audio feedback/ noisy audio



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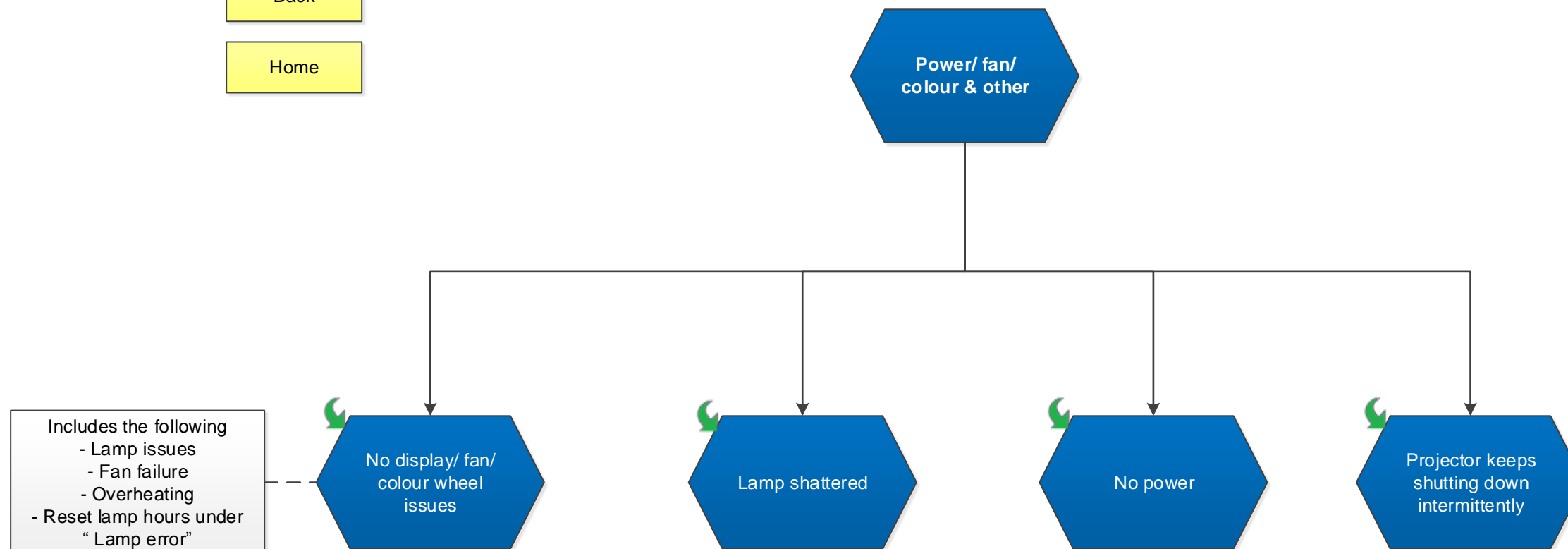
4. Power/ fan/ colour & other

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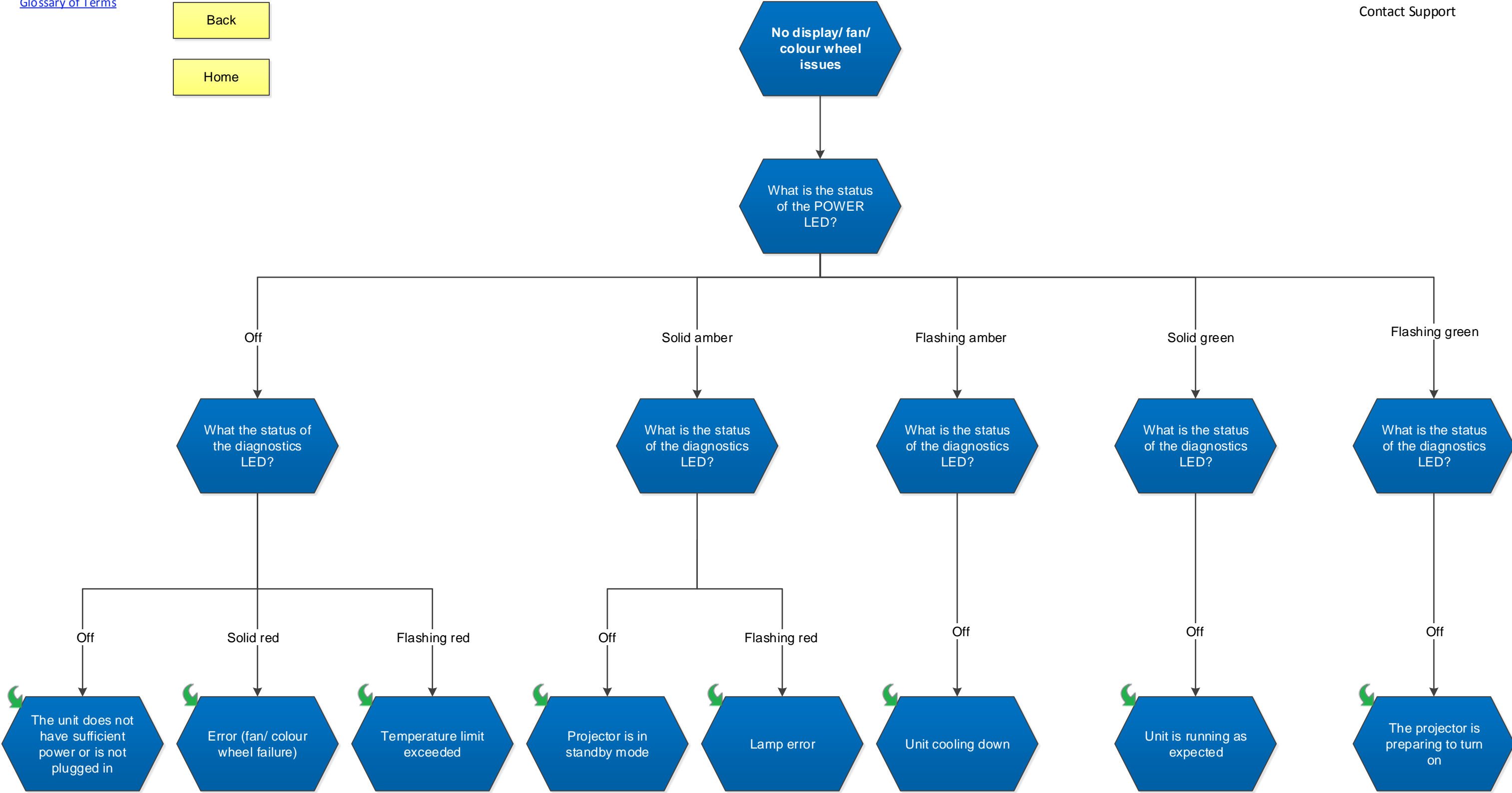
4.1 No display/ fan/ colour wheel issues

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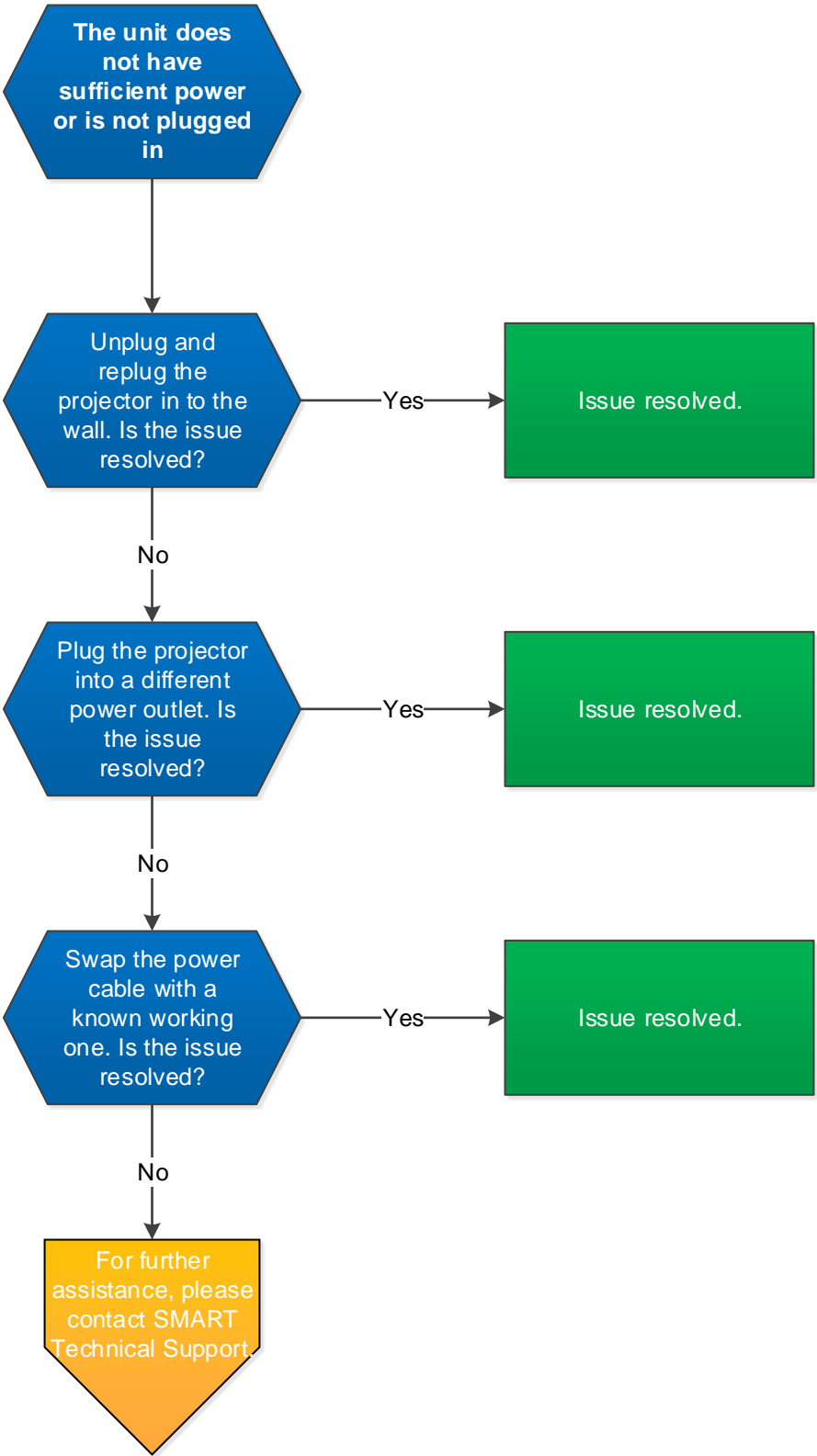
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4.1.1 The unit does not have sufficient power or is not plugged in



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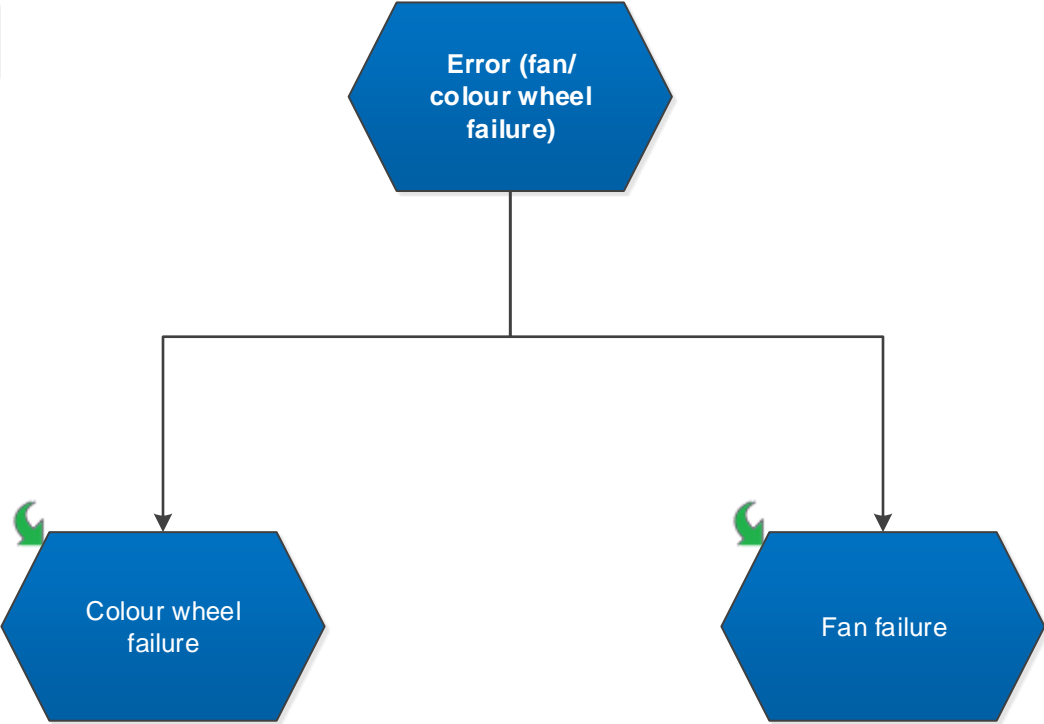
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4.1.2 Error (fan/ colour wheel failure)



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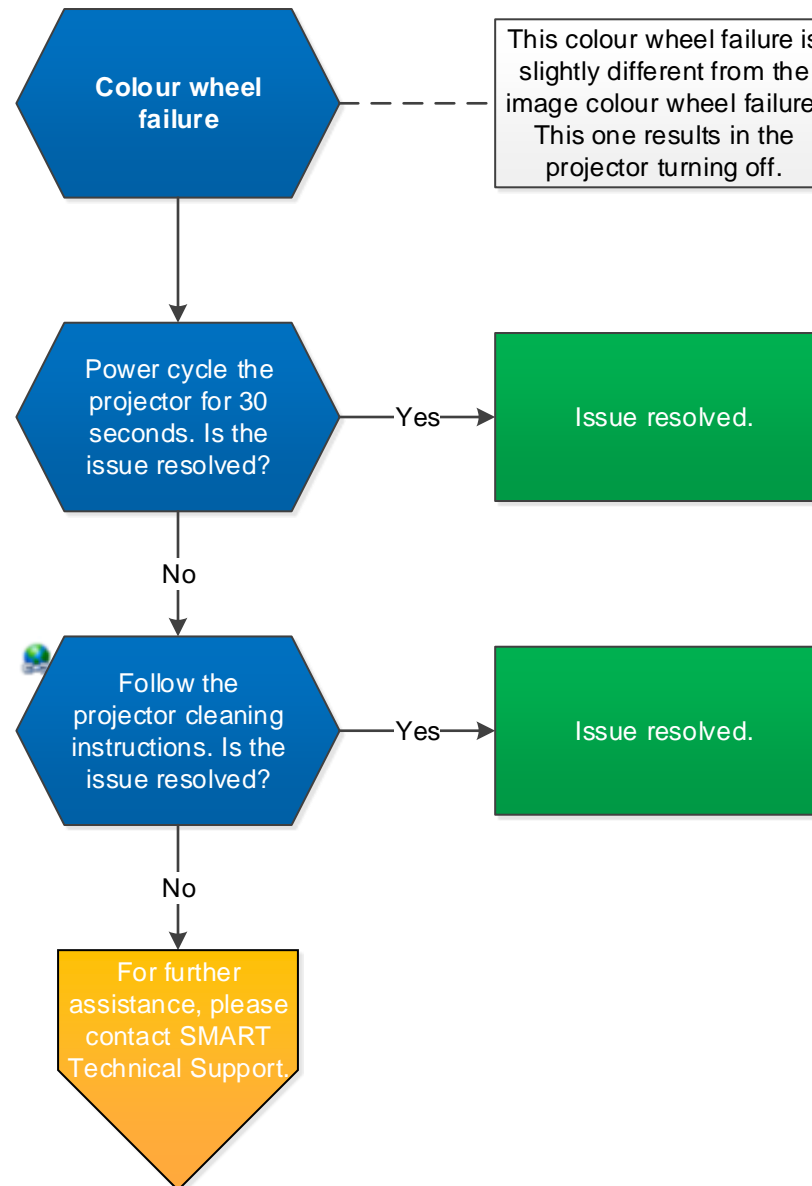
4.1.2.1 Colour wheel failure

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4.1.2.2. Fan failure

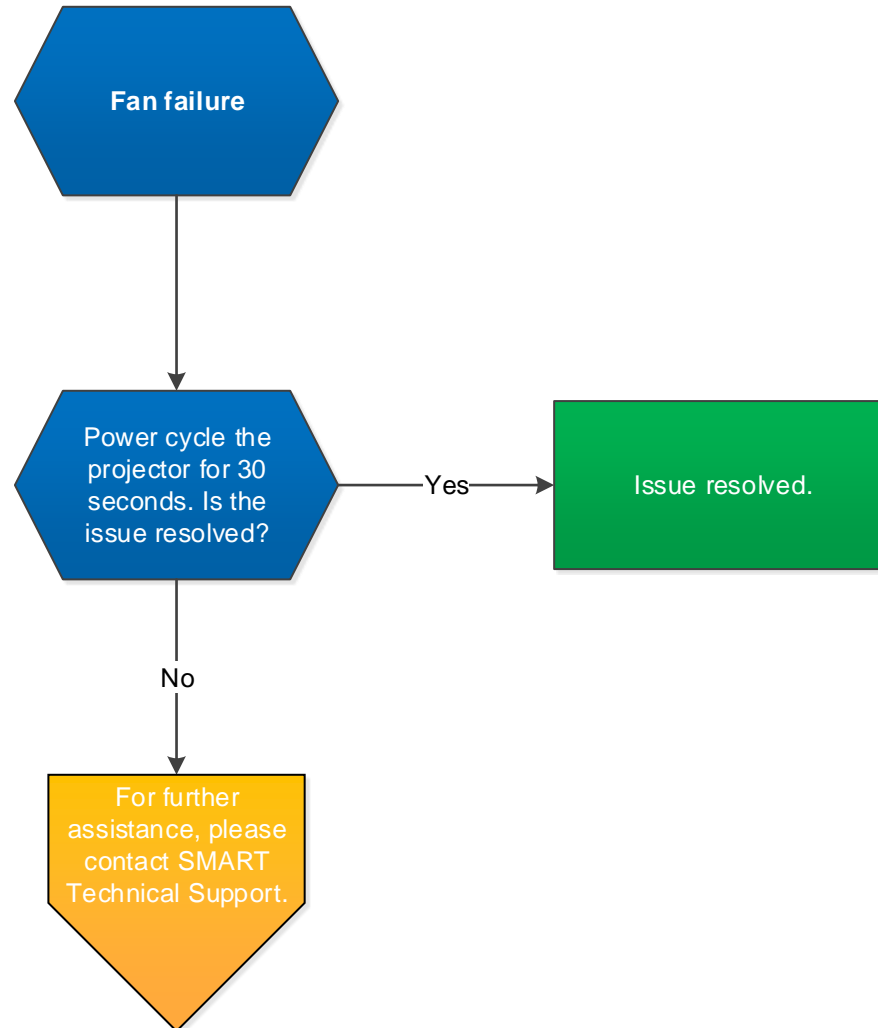
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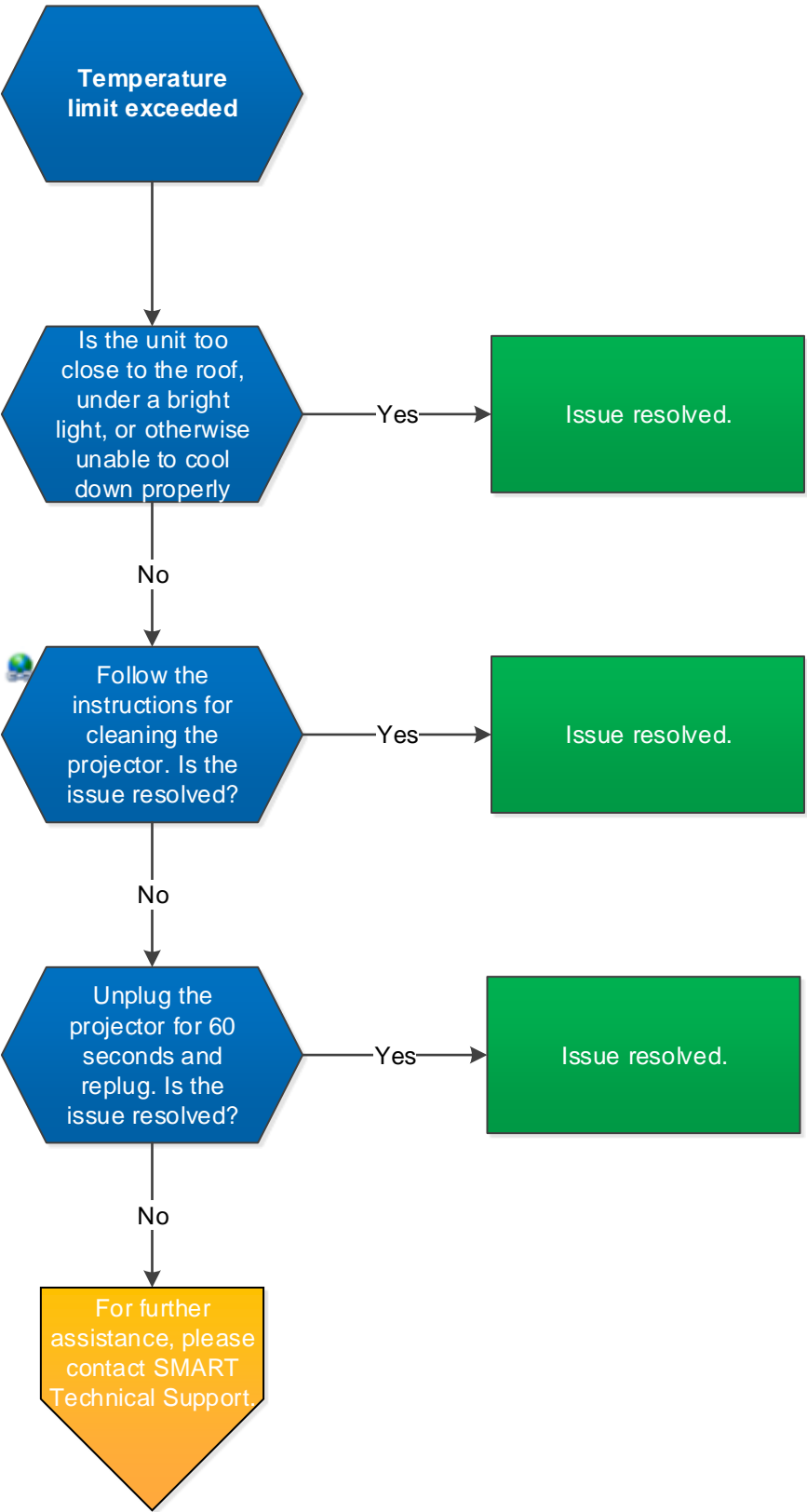
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4.1.3 Temperature limit exceeded



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4.1.4 Projector is in standby mode

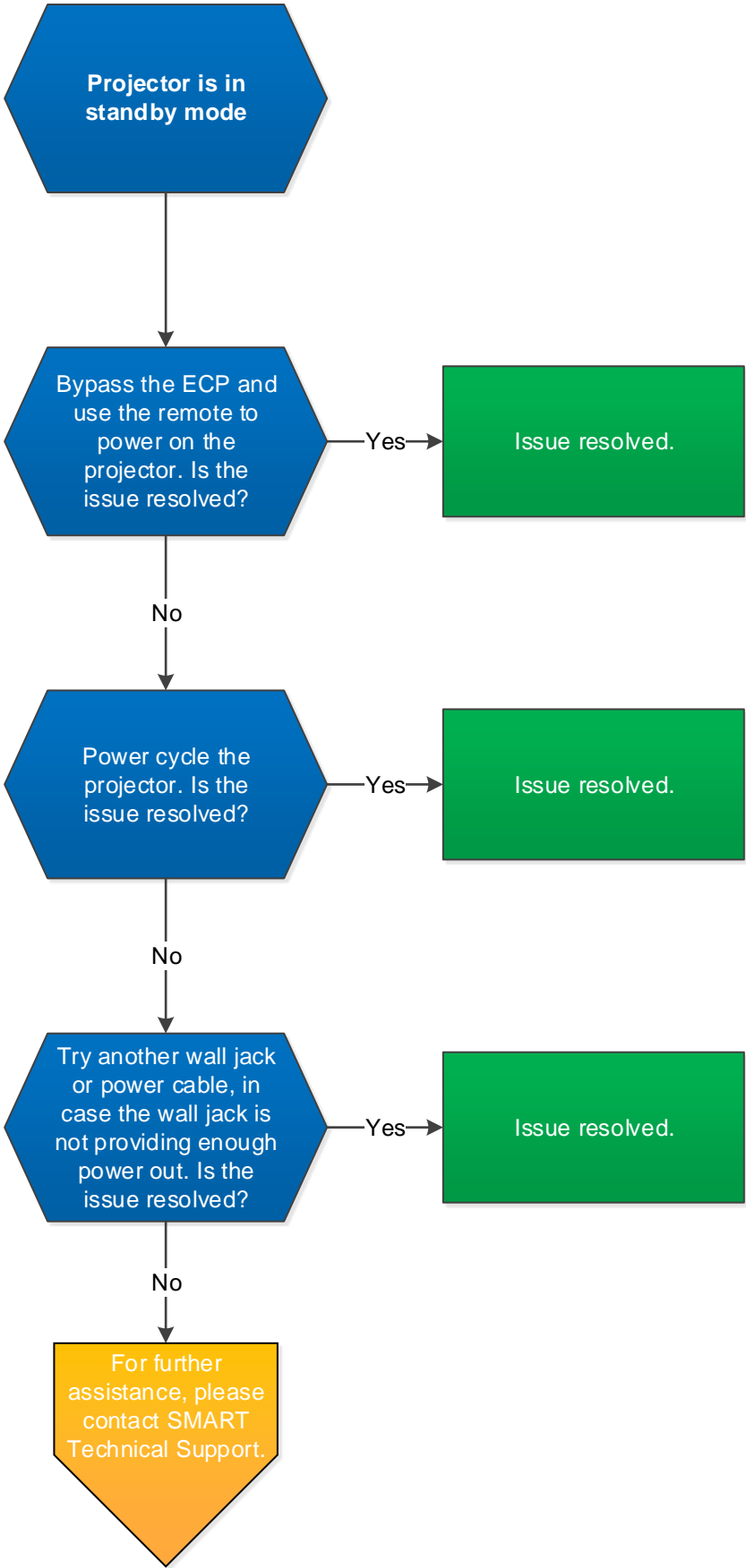
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4.1.5 Lamp error

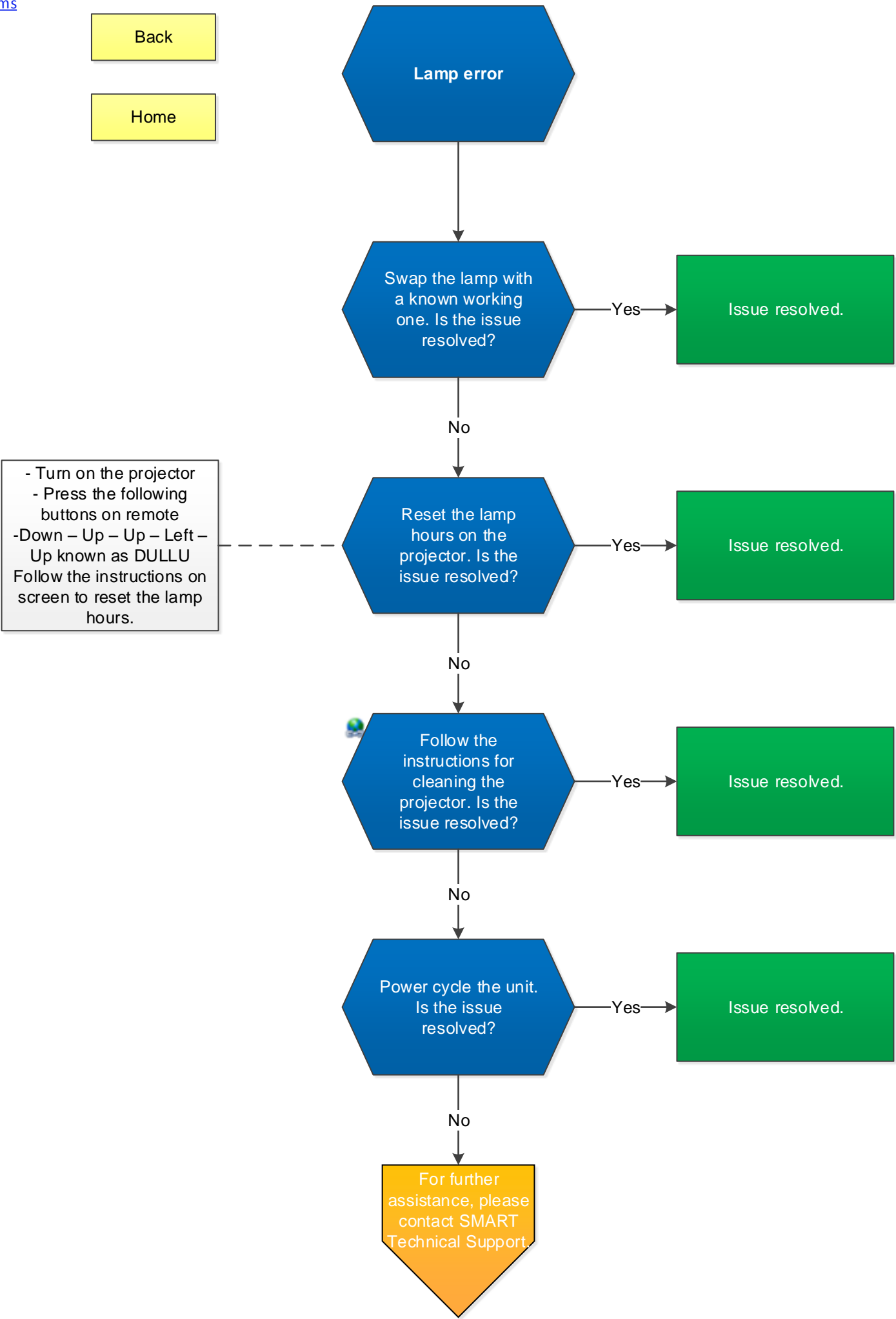
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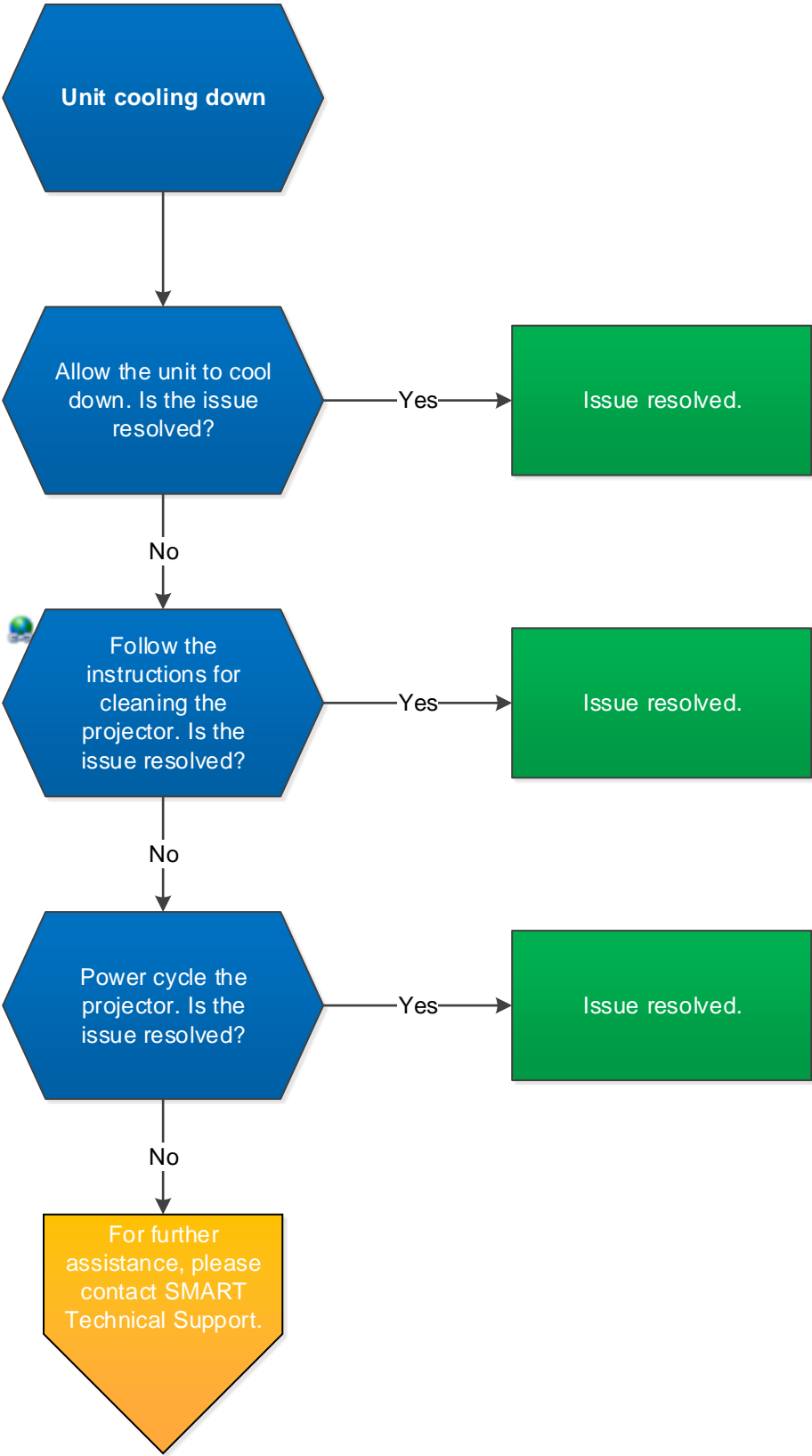
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4.1.6 Unit cooling down



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4.1.7 Unit is running as expected

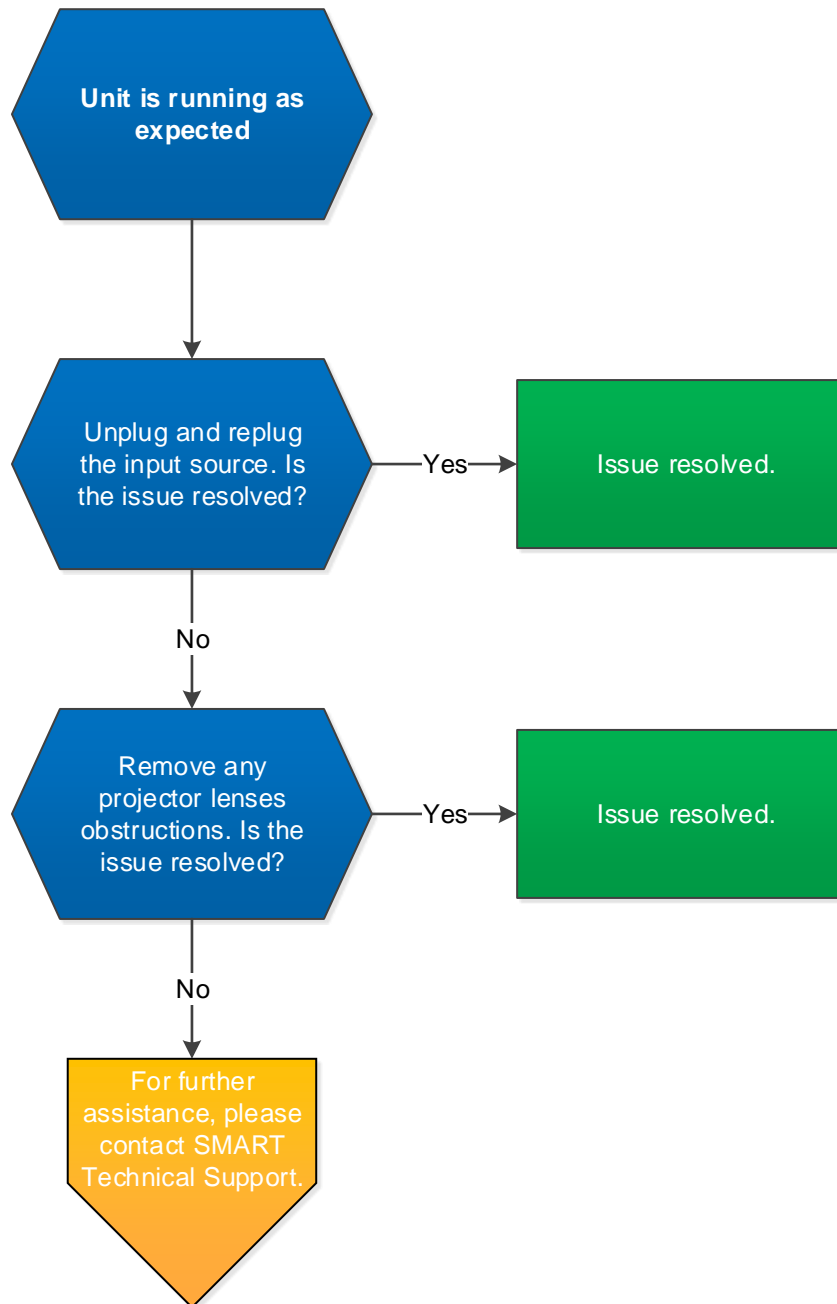
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4.1.8 The projector is preparing to turn on

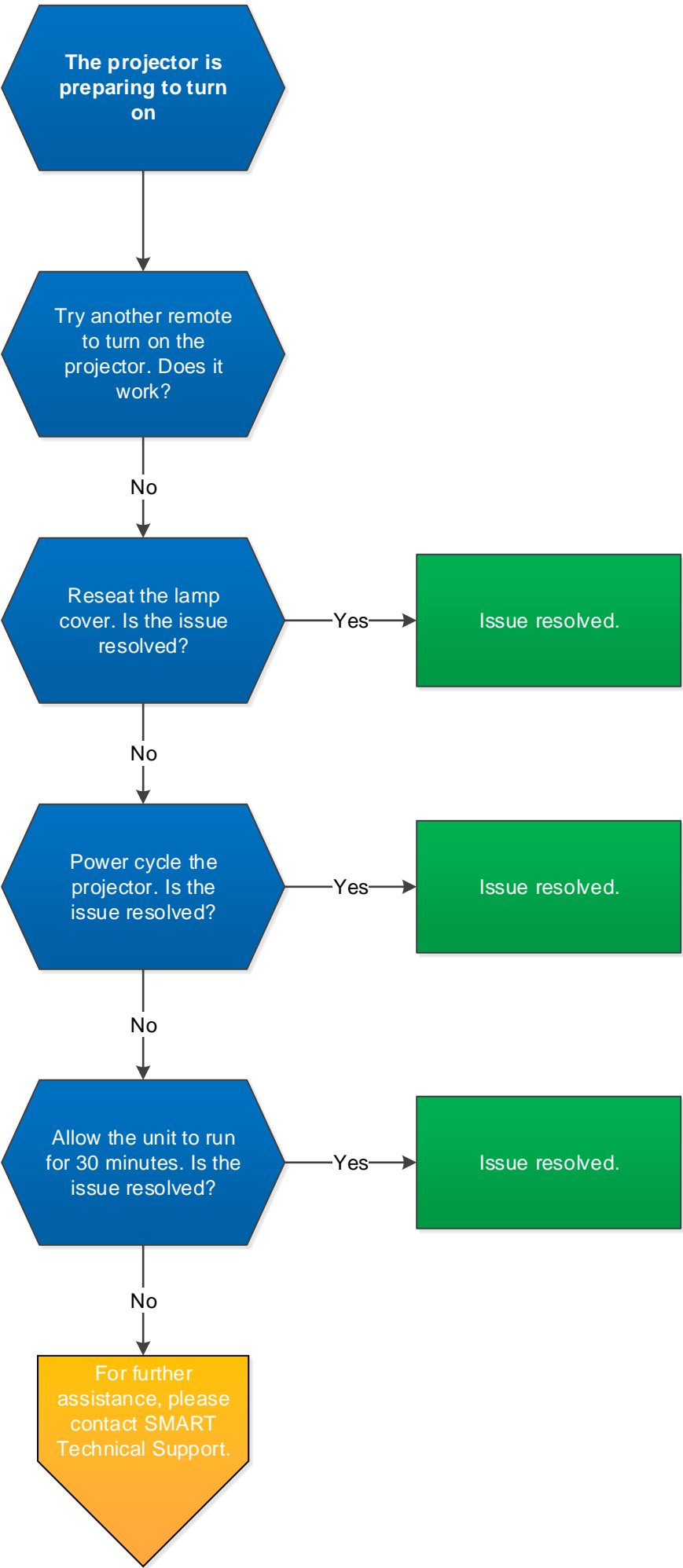
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4.2 Lamp shattered

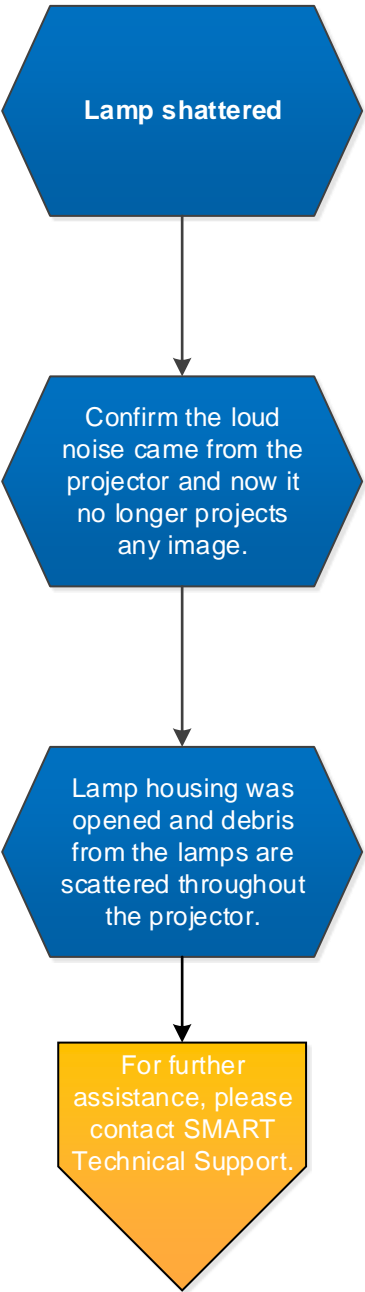
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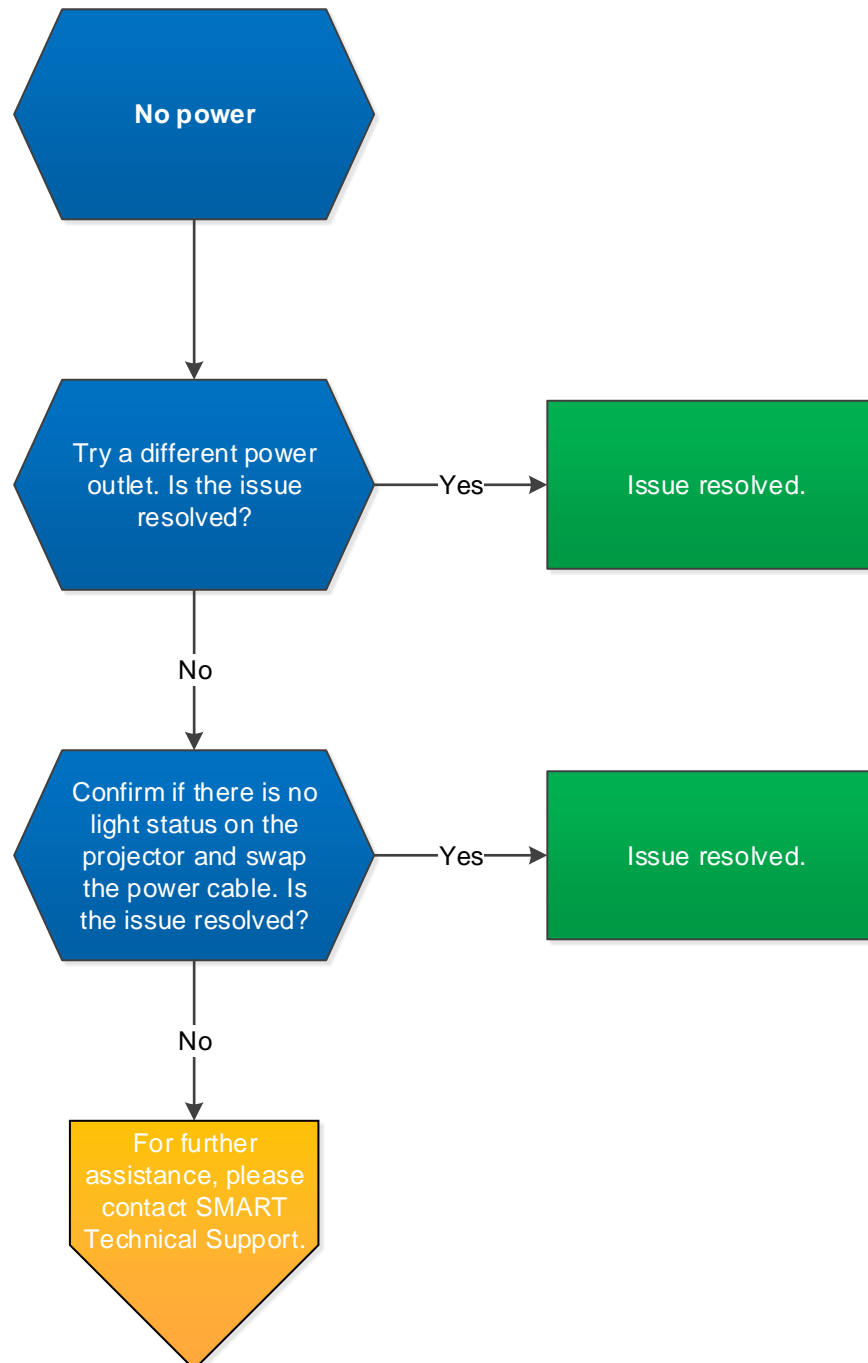
4.3 No power

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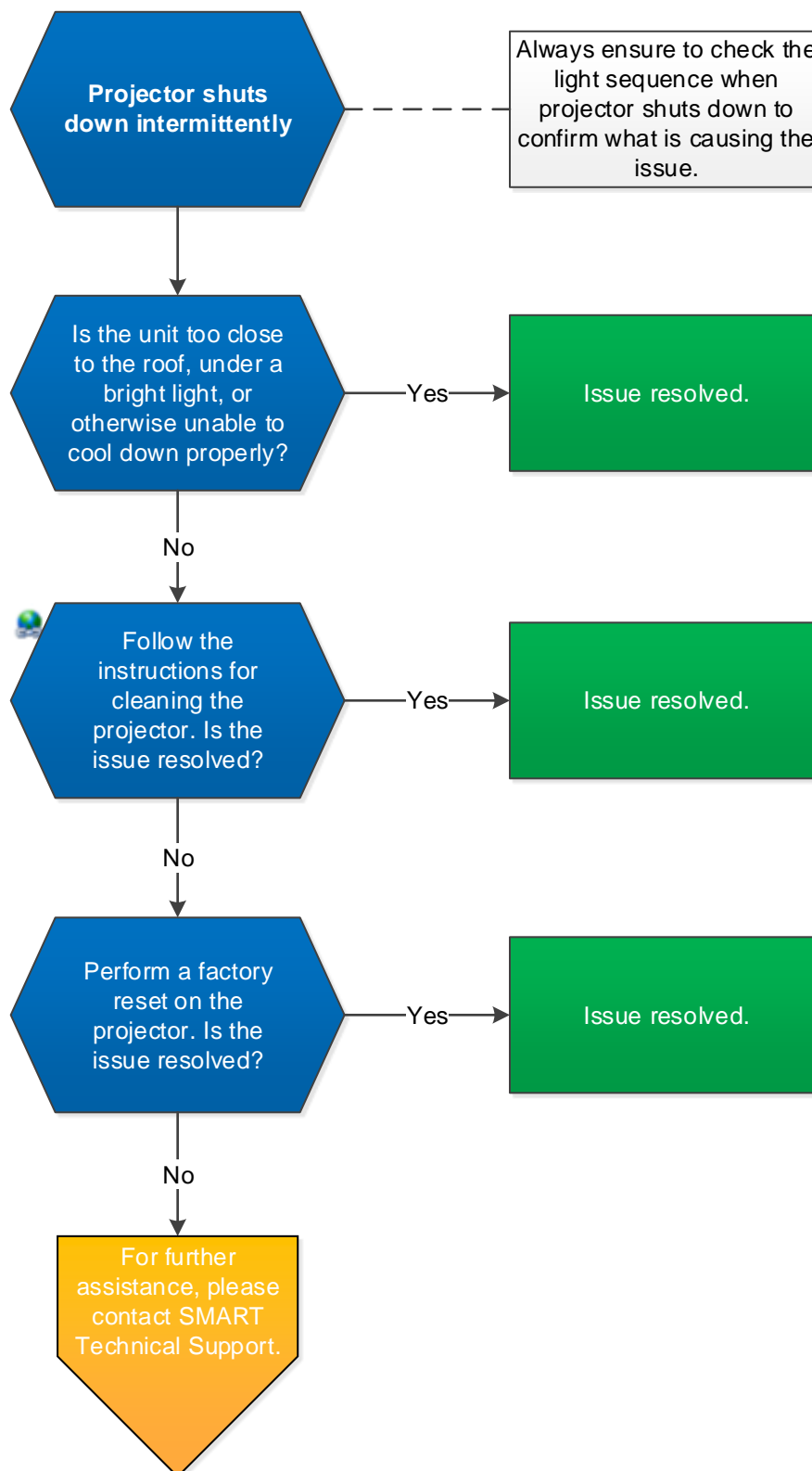
4.4 Projector shuts down intermittently

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5. Serial interface

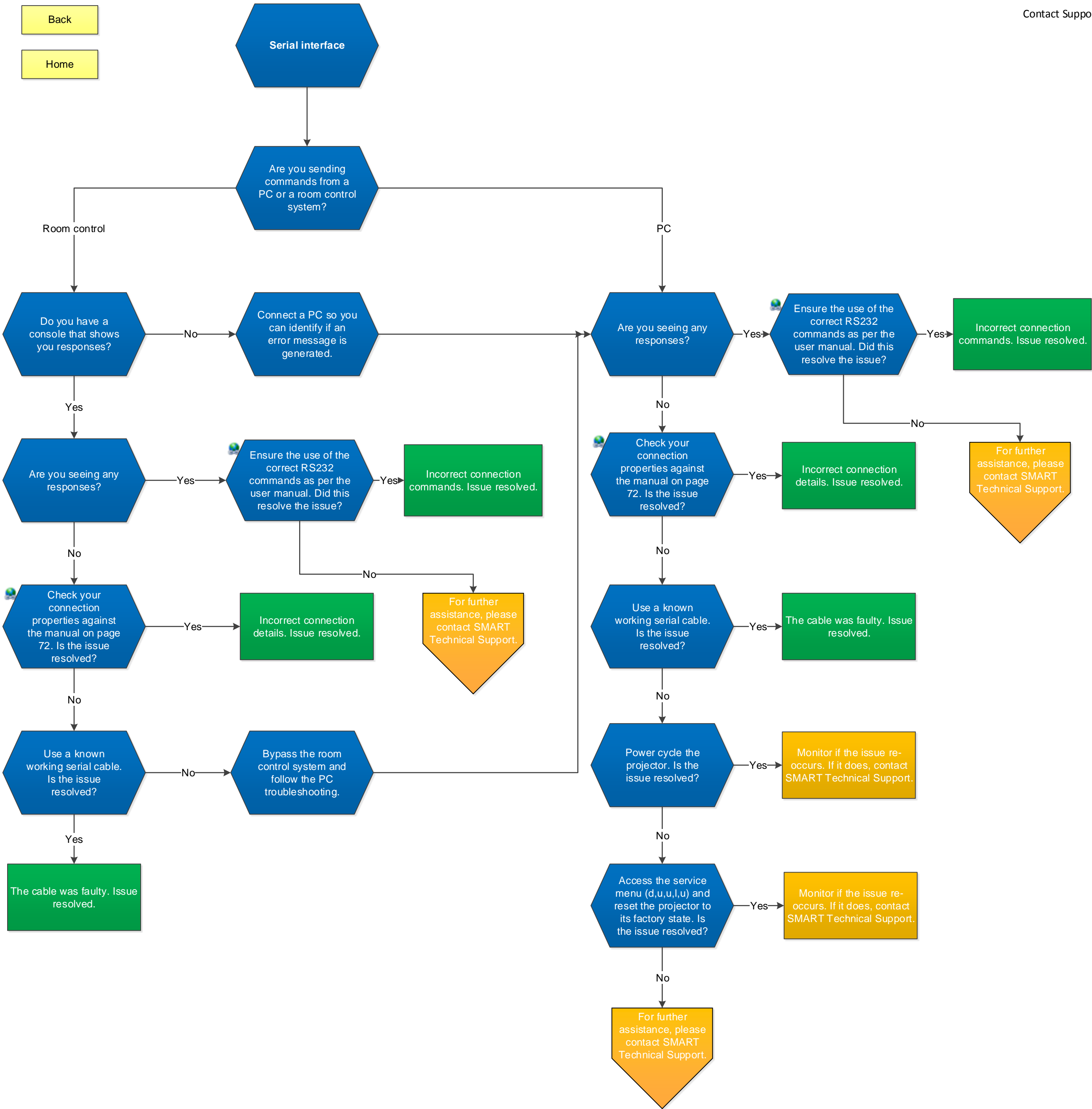
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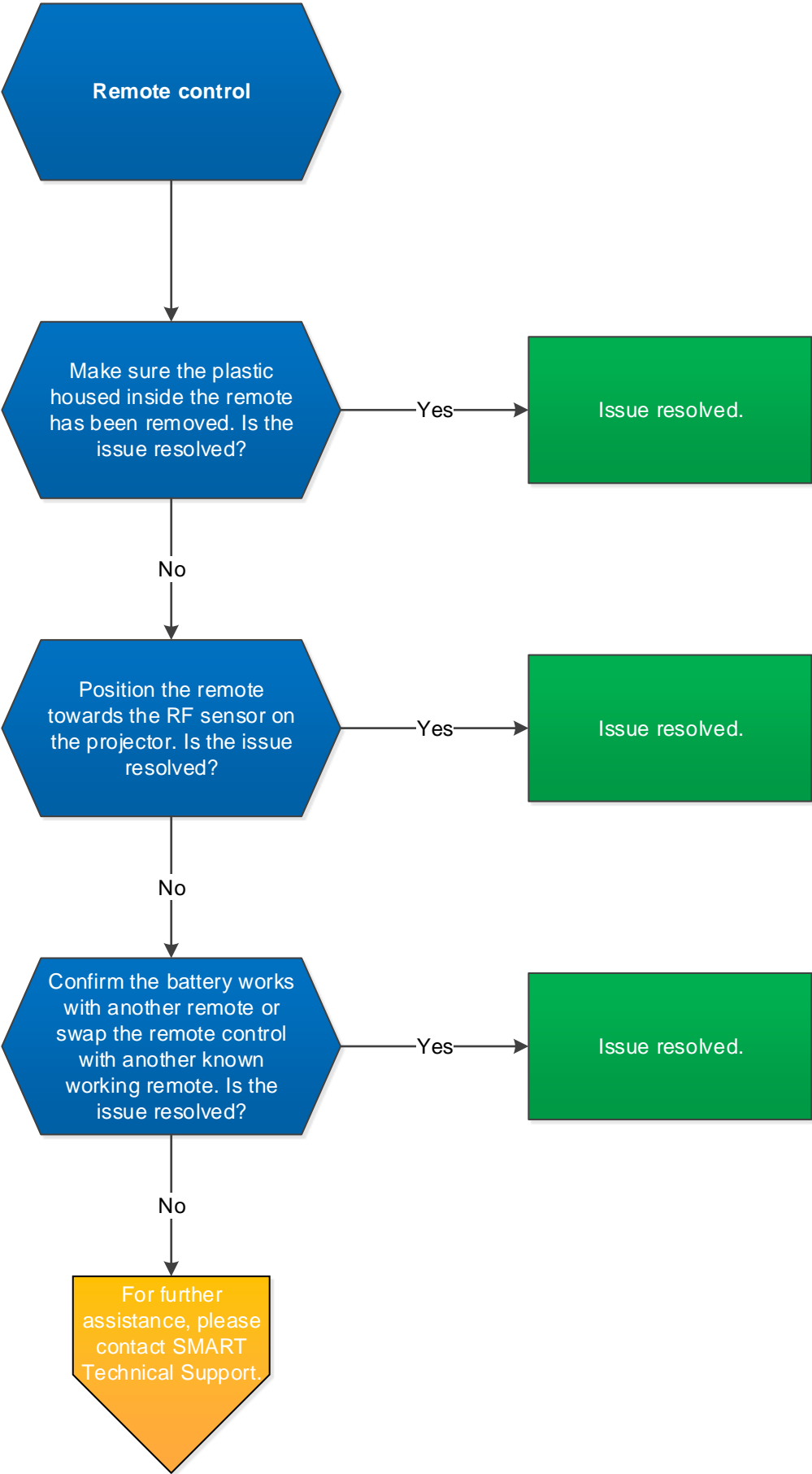
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6. Remote control





UX60 Troubleshooting Diagram

[illegible]



<div>1.1</div> <div>Cannot keystone the image</div>	<div>Keystone Image: Confirm proper installation was done. RMA should not be necessary for this step.</div>
<div>1.2.1</div> <div>Projector has ‘rolling’ bars or lines flickering in image</div>	<div>Page 1.2.1: If bypassing the ECP works. RMA ECP. (A)</div> <div>Page 1.2.1: If swapping VGA ports doesn't work. RMA Projector. (B).</div>
<div>1.2.2</div> <div>Projector is flickering different colours</div>	<div>Page 1.2.2: If bypassing the ECP works. RMA ECP. (A)</div> <div>Page 1.2.2 IF VGA port on projector is faulty. RMA projector. (B)</div> <div>Page 1.2.2 If after factory reset, issue is still not resolved. RMA projector. (C)</div>
<div>1.2.3</div> <div>Projector has sparkles and noise in the image</div>	<div>Page 1.2.3 If bypassing the CAT5 XT resolves issue. RMA CAT5 XT. (A)</div> <div>1.2.3 Sparkles/Noise: After swapping video cables & sources. Determined that projector needs to be RMA'd (B)</div> <div>Page 1.2.3: If bypassing the ECP works. RMA ECP. (C)</div> <div>Page 1.2.3: If swapping the computer doesn't resolve the issue. RMA Projector. (D)</div>
<div>1.3</div> <div>Image shifts when input is connected</div>	<div>1.3 Image Shift: After swapping video cables/source, and verifying input. Determined that projector needs to be RMA'd</div>
<div>1.4</div> <div>Video source is not recognized</div>	<div>Page 1.4: If bypassing the ECP works. RMA ECP. (A)</div> <div>Page 1.4: If swapping VGA ports doesn't work. RMA Projector. (B).</div> <div>Page 1.4: If swapping the computer doesn't resolve the issue. RMA Projector. (C)</div>
<div>1.5</div> <div>Noisy Image</div>	<div>Page 1.5 If bypassing the CAT5 XT resolves issue. RMA CAT5 XT. (A)</div> <div>Page 1.5: If bypassing the ECP works. RMA ECP. (B)</div> <div>Page 1.5: If confirming power connection doesn't resolve the issue. RMA Projector. (C)</div>
<div>1.6</div> <div>Stuck pixel</div>	<div>Page 1.6 RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>1.7</div> <div>Dim Image</div>	<div>1.7 Dim Image: -If issue occurs with known good lamp, RMA projector. -If issue is resolved after swapping lamp, RMA lamp</div>

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<div>2.0</div> <div>Network Issues</div>	<div><div>Page 2.0: If the projector is unable to gain an IP address even after swapping ports and cables. RMA Projector. (A)</div><div>Page 2.0: If the projector is unable to gain an IP address even after swapping ports and cables. RMA Projector. (B)</div></div>
<div>3.1</div> <div>No Sound</div>	<div><div>3.1 No Sound: If system works after bypassing ECP. RMA ECP. (A)</div><div>3.1 No Sound: If audio feedback is still present. Consider either RMA'ing projector or doing further troubleshooting to determine origin. (B)</div></div>
<div>3.2</div> <div>Audio Feedback/ Noisy Audio</div>	<div><div>3.2 Audio Feedback: If system works after bypassing ECP. RMA ECP. (A)</div><div>3.2 Audio Feedback: If system works after bypassing CAT5-XT extender. RMA CAT5-XT (B)</div><div>3.2 Audio Feedback: If system doesn't work through both Audio-In ports on projector. RMA projector. (C)</div><div>3.2 Audio Feedback: If audio feedback is still present. Consider either RMA'ing projector or doing further troubleshooting to determine origin. (D)</div></div>

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<div>4.1.1</div> <div>Unit does not have sufficient power</div>	<div>4.1.1 Insufficient power: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.2</div> <div>Projector Fan & Colour Wheel Failure error</div>	<div>4.1.2.1 Colour Wheel Failure RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div> <div>4.1.2.2 Fan Failure RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.3</div> <div>Projector temperature limit is exceeded</div>	<div>4.1.3 Temp. Limit Exceeded: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.4</div> <div>Projector is stuck in Standby Mode</div>	<div>4.1.4 Stuck in Standby Mode: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.5</div> <div>Projector Lamp Error</div>	<div>4.1.5 Projector Lamp Error: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.6</div> <div>Projector cooling down issue.</div>	<div>4.1.6 Cooling Down issue: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.7</div> <div>Running as expected issue</div>	<div>4.1.7 Running as expected: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.1.8</div> <div>Projector preparing to turn on</div>	<div>4.1.8 preparing to turn on: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.2</div> <div>Lamp Shattered</div>	<div>4.2 Lamp Shattered: RMA the projector.</div>

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<div>4.3</div> <div>Unit does not power on.</div>	<div>4.3 No power: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>4.4</div> <div>Projector shuts down intermittently</div>	<div>4.4 Shuts down Intermittently: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>5.0</div> <div>Projector serial interface.</div>	<div>5.0 Serial Interface Issue: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>
<div>6.0</div> <div>Remote control unable to power on projector</div>	<div>6.0 Remote not able to turn on Projector: RMA Projector if all troubleshooting has been completed and last step leads to contact support.</div>

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